



*North West Scarborough*  
**LOCAL IMMIGRATION  
PARTNERSHIP**

# Settlement Strategy

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Prepared by: NWS LIP Project Management Team



Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada

## Executive Summary

### Local Immigration Partnership

The Northwest Scarborough Local Immigration Partnership (NWS LIP) of is a community driven project funded by Citizenship and Immigration Canada (CIC) in partnership with the Ministry of Citizenship and Immigration (MCI). The goals of this initiative are:

- To improve access and coordination of immigrant integration services
- To improve labour market outcomes for immigrants
- To strengthened local awareness and capacity to successfully integrate immigrants

The NWS LIP has further used these goals as a platform and starting point to desegregate information to identify service gaps, duplication of services, challenges in providing services to newcomers and recommendations in the form of actions and directions to uphold and overcome the barriers to better and sustainable services for newcomers in northwest Scarborough.

### North West Scarborough Partnership Council

The Partnership Council of North West Scarborough was founded in December 2009. It is made up of a wide range of stakeholders including the community organizations, social service providers, settlement agencies, language training providers, local associations, the City of Toronto administration, and employers. In total, our membership is made up of leaders from 38 organizations and 3 community residents, who serve various target groups and reflect an inclusive cross section of society.

### North West Scarborough Landscape

The North West Scarborough LIP catchment boundaries are Steeles Avenue to the north, Markham Road to the east, Highway 401 to the south, and Victoria Park Avenue to the west. This area encompasses the six neighbourhoods of Steeles, L'Amoreaux, Agincourt, Agincourt South-Malvern West, Agincourt North, and Milliken; all located in the City of Toronto. According to the 2006 Canada Census, the population of the NWS area is **181,731**, which of these **128,270** are immigrants, constituting for a substantial **71%** of the NWS population.

### Project Methodology

The NWS LIP Project Management Team (PMT) alongside its Partnership Council conducted research over several months in 2010. The research paid particular attention to community perceptions and feedback and used a number of collaborative approaches to collect data. The data collection included 97 interviews with stakeholders, 15 focus group discussions, 3 Community Summits, and two sets of one-on-one discussions with Partnership Council members achieved throughout the process.

To deepen our knowledge of active programs and services for newcomers in NWS, working groups were established to analyze NWS's settlement service environment. These working groups furthered their work by developing strategies to enhance access to information and services, and the engagement of community members in newcomer settlement, then focusing on sector specific solutions.

## Research Findings

Listed below are programs and services newcomer immigrants highlighted as useful:

- Language classes to improve skills in official languages (French and English)
- Employment training programs and job search workshops
- Transportation orientation of neighbourhoods
- Settlement support from newcomer service providers
- Assistance and support from residents and faith-based groups and or in partnership with non-denominational service providers
- Free healthcare

With the NWS area being one of Toronto's fastest growing newcomer communities, it is no surprise that through this unpacking and discovery process that immigrant newcomers and partner agencies have identified a longer list of growth areas/opportunities than areas of strength and usefulness. Below is a list of activities, programs and services stakeholders highlighted as underrepresented or missing in NWS.

- Access to information - user-friendly information in newcomer immigrants first language
- One-stop service locations - collaboration, co-location and coordinated services
- Access to local services
- Employment supports – better/stronger connections to jobs/ professional placements
- Employment/sector specific language training
- Improve healthcare services – remove three month waiting period, include dental care and eye care
- Improved childcare and childminding services
- Reduce waiting periods and access to affordable housing and/or financial assistance

## Recommended Settlement Strategies

The NWS LIP Council presents the Settlement Strategies under three areas with emphasis on service sectors that greatly influence and enhance newcomer settlement and integration into Canadian society.

The NWS LIP developed 16 core strategies to improve access to effective and useful newcomer information and services welcoming into northwest Scarborough neighbourhoods. The NWS LIP plans to do the aforementioned through the following key areas: improving pre-arrival information, arrival information package, and on-line information portals, enhancing the capacity of newcomer resource centres, improving the capacity of the community based organizations empowering them to play a more active role in supporting newcomers, and assisting settlement service providers in the delivery of newcomer services.

In addition the strategies focus on collaborations and resource sharing, sustaining long term partnerships and enhancing two-way communication between service providers and clients.

Finally, the strategies focus on improving labour market outcomes for newcomers, improving language training and educational services, and enhancing services from health sectors and other basic needs.

The proposed 16 core strategies address both micro and macro level interventions based on the research findings and recommendations of the NWS Partnership Council members.



## Acknowledgements

First, recognize goes to Citizenship and Immigration Canada (CIC) in partnership with the Ministry of Citizenship and Immigration (MCI) for their funding, and particularly the continual guidance of the CIC officers that have granted us the opportunity to take part in such a highly influential and innovative initiative. Because of their willingness to financially support endeavours that will improve the lives of newcomers and the overall welfare of society, we are greatly indebted.

With that being said, we cannot go without thanking the partnering organizations whose valuable insights on sector related issues have been the fabric of this Strategy paper. By participating in Council meetings, focus group discussions, one-one-one consultations, and various information exchanges they have given the Project Management Team an abundance of knowledge on which to build the LIP strategies. Their expertise has brought much credibility and their commitment to enriching the lives of newcomers is undeniable. For all their hard work, we thank each and every one of you.

Also we would like to express our greatest gratitude to the people we have set out to help, newcomers. We have been able to engage many newcomers and immigrants alike, receiving their inspiring and crucial input and feedback. The stories they have shared helped to create a vision for the NWS LIP and are the basis of what we envision the future for all newcomers to Northwest Scarborough will be.

Last but not least, the proud and much deserved acknowledgement of the NWS LIP Project Management Team, Hanifa Kassam, Mani Mahadeva, Rezwan Karim, Michelle Davis, and all the animators who have dedicated their time, commitment, passion and drive to the NWS LIP initiative. They have taken great measures to ensure that the LIP never loses focus of the big picture, improving newcomers' welfare, and have strived to construct a comprehensive, sustainable, and dynamic Settlement Strategy that will be implemented by its members. The LIP team has incorporated and engaged all stakeholders in this process and hope to continue advocating on behalf of newcomers and ultimately becoming the much needed change.

Thank you.

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## Chapter 1: Project Background

### Background

The Northwest Scarborough Local Immigration Partnership (NWS LIP) is a Citizenship and Immigration Canada (CIC) funded program in partnership with Ontario Ministry of Citizenship and Immigration (MCI). The overall objective of the LIP initiative is to identify the groups that will coordinate and enhance local and regional service delivery to newcomers in Ontario while promoting innovative and efficient use of resources.

The NWS LIP is one of the 14 CIC funded LIP's that provides a collaborative framework for, and facilitates the development and implementation of sustainable solutions for successful social and economic integration of immigrants of the North West Scarborough region.

Northwest Scarborough LIP's catchment area is a vast area within Scarborough, stretching from Steeles Avenue to the north, Markham Avenue to the east, Highway 401 to the south, and Victoria Park to the west. This covers six neighbourhoods within the City of Toronto: Steeles, L'Amoreaux, Tam O'Shanter-Sullivan, Agincourt South-Malvern West, Agincourt North, and Milliken.

The Northwest Scarborough area represents one of the fastest growing newcomer communities in the GTA, with a newcomer population that is one and a half times greater than any other region in Toronto. Originally in the early 1960's the community was designed as a "bedroom" community for middle income earners, whom most of have moved due to downsizing, as their children grew up and also moved away. Currently, in a large number of these homes, multiple families that have recently immigrated to Canada now reside. It is not uncommon to find five or six families all sharing one residence to reduce expenses. Also, the apartment stock in northwest Scarborough for the most part is more affordable in comparison to the rest of Toronto and therefore has attracted many immigrants.

The NWS LIP catchment area is comprised of a substantially larger number of low income neighbourhoods when compared to Toronto at large. Much of this is due to the fact that many of the newcomers who reside here are usually employed by low income jobs requiring little skill, and provide minimal to no potential for wage or salary increase. In addition to this disparaging fact, the cultural make-up of northwest Scarborough is comprised of a visible minority population of 81%, which is proportionately higher than the rest of Toronto, comprising of 64% Chinese and South Asians, according to *2006 Statistics Canada Census*.

### History

Parallel to northwest Scarborough's size and background, its history is just as substantial, encompassing the four historic neighbourhoods of Armadale, Agincourt, L'Amoreaux and Milliken.

### Early Settlement

#### Armadale

Though the smallest primary township, only covering the intersection of Markham Road and Steeles Avenue, Armadale was home to "Free Methodist Church (built in 1880 and the oldest continuing Free Methodist church in Canada), a blacksmith shop, a brick making yard, several farms, a general store operated by the Beare Family and a Temperance Hotel and Tavern." (Schofield & Whynot, 1996)

The hamlet of Armadale was originally called Magdala, but when Robert Harrington wanted to establish a post office in 1869, the name was rejected and thus the name was changed. The origin of the name Armadale was taken from a village in Scotland.

## **Agincourt**

Of the major neighbourhoods within NW Scarborough, Agincourt had the greatest magnitude in sculpting its existence. The inception of this neighbourhood dates back to June 1, 1852 when it was officially named by John Hill, an English migrant who owned a general store and the first post office in the area. Initially, Agincourt remained quite small, only stemming a little beyond present day Brimley Road and Sheppard Avenue. By 1971 the first railway station was constructed, bringing with it:

“An increase in access to transportation, a growth in population and a shift in the community centre westward along Main Street (now Sheppard Avenue) to Church Street (now Midland Avenue.) By 1884 the community had been blessed with two railways, the Toronto Nipissing/Grand Trunk/CNR line running north and south midway between Kennedy Road and Midland Avenue and the Ontario and Quebec/CPR line running diagonally through the community just east of Midland Avenue” (Schofield & Whynot, 1996)

Previous to the railway expansion another significant construction had taken place. In 1842 the building of the Knox Presbyterian Church and cemetery (which is still standing today) commenced. As a result, the church drew more and more people, (mainly of English, Irish, Scottish, and French descent) to the area, and in 1872 it was expanded and a general store was built adjacent to the site. With all its affluence, Agincourt became the largest community in its township. By 1912, it acquired a telephone exchange, the first official bank in Scarborough, tin smiths, and a skating and curling hall. Also in 1912, increased funding for essentials to advance their infrastructure, such as hydro, curbs and sidewalks were generated.

## **L'Amoreaux**

As Agincourt was evolving, so was L'Amoreaux. Its main area of development was along Finch Avenue, west of Birchmount Road and included most of North West Scarborough between Sheppard and Steeles. Its name derived from a French Loyalist family who arrived in 1816 and settled in another part of Scarborough. From the period of 1845-1854, L'Amoreaux saw the growth of its township to include its first school, general store and post office. Also in the initial stages of L'Amoreaux's inception, two churches, St. Paul's (Anglican) Church (1840) and Christie's Methodist (1846) were established. By 1906, services had expanded to include blacksmiths, and a wagon and window sash shop. L'Amoreaux continued to grow in the turn of the century, seeing an acclaimed covered race track built in 1927.

## **Milliken**

Milliken was smaller in size compared to Agincourt and L'Amoreaux, only spanning from Kennedy Road ending at Steeles Avenue, to the Markham Concession Road that continued northward a quarter mile east, both separated by the Toronto Nipissing Railway. Similar to L'Amoreaux, Milliken's name originated from a French Loyalist, Norman Milliken, who migrated from New Brunswick in 1807. From 1859-1878, its first post office and school was established, along with the Ebenezer United Church which is currently located on Brimley Road, north of Steeles Avenue in Markham. Widely known as mainly an agricultural area, it only released its final farming activities as late as 1980 and transitioned to a more residential area. Its agricultural past is still evident, through its many green spaces, parks and trails.

## **Restricted Immigration**

Immigration throughout the 19<sup>th</sup> century and into the early 20<sup>th</sup> century was very homogenous. Those that were granted entry arrived mainly from America, England, Scotland, Ireland, and other Anglo-Saxon countries, with a few immigrants from the Netherlands and France. At this time the government was extremely opposed to the idea of particular countries arriving into Canada. In fact, they were so against certain countries gaining entry that:



“By the mid-1920’s, Canadian immigration laws and regulations were revised to restrict immigrant entry into Canada along racial and ethnic lines. Rules against Asian admission were already tight. Now the admission of Eastern Europeans was made much more difficult and the immigration door was slammed shut on Southern Europeans and all Jews irrespective of country of origin, except those few who might come to Canada from the United Kingdom or the United States.” (Troper, 2004)

These restrictions greatly suppressed the amount of Blacks, Chinese, Indians, Jews, Japanese, and other non Anglo-Saxon immigrants, as well as people seen as “unfit” due to physical or mental disability and illness from entering Canada.

### **Post War Immigration Policy**

The trend of racially and ethnically denying immigrants into Canada continued right through the 19<sup>th</sup> Century and early 20<sup>th</sup> Century. Heavy industrialization and urbanization paired with increased needs for commercial goods and services by the upper-class city dwellers not willing to do manual labour provided a small window of opportunity for immigrants. Although there was a great need for immigrants to join the work force, government still remained reluctant. Even after WWII and the depression that followed, the need for cheap labour within cities, mainly Toronto, continued to increase. This eventually forced the Canadian government to finally ease harsh immigration legislation in 1947.

It was a slow process for the Canadian government and if not for labour shortages, its doors would have remained very selective at best. Also, if it were not for the need for Canada to extend its humanitarian arm to those displaced by the war, tens of thousands of immigrants would not have had the opportunity to settle within Canada’s borders. After the war, Toronto had the largest population per capita of Displaced Persons in Canada. From Holocaust survivors to European refugees, impoverished people from Italy and Portugal to Chinese that escaped their war torn country, all were granted entry and the immigrant population began to grow.

### **Renewed Immigration**

In the 1960’s the immigration policies were finally reformed to include that all races and ethnicities be treated equally:

“Intake was divided into three categories. Independent class immigrants (and their accompanying family) were admitted based on education, training, skills or other qualifications. Family class immigration was retained essentially intact, with immigration from the Americas and Europe allowing a broader range of possible relatives than was possible from Asia and Africa. The nominated class represented a hybrid of the two previous classes. Immigrants in this class were admitted based on skill but also had a relative living in Canada who was willing to sponsor their admittance and provide some degree of support.” (Mata & Pedakur, 1998)

This standardized immigration screening process was introduced in 1967, called a Point Test, awarding points for socio-economic and demographic attributes. This both increased and encouraged immigrants to come to Canadian cities. Toronto was becoming a melting pot of cultures. At first “Toronto’s population was at (one) million in 1951, (then it) began expanding into the suburbs in all directions. The city doubled to two million by 1971 and was bursting at its municipal boundaries.” (*Local: Scarborough History - Post World War II Growth*, FoundLocally.com, 1999-2010)

As a result of the post war influx of immigrants, Toronto was not just growing in population but also improvements to its infrastructure due to its skilled labour force, mainly provided by newcomers. The boundaries of the city were expanding and created the suburbs, which were broken into the municipalities of Etobicoke, York, North York, East York and Scarborough. These municipalities joined Metropolitan Toronto in 1957, and later in 1998 amalgamated into one, referred to as the City of Toronto.

Currently, Toronto has one of the most diverse populations with neighbourhoods comprised of the second

highest proportion of immigrants worldwide. It is known that “1 (in) 6 Scarborough residence is Chinese, 1 in 6 is South Asian, and 1 in 10 is (of African descent) black.” (*Local: Scarborough History - Post World War II Growth*, FoundLocally.com, 1999-2010) The neighbourhoods of North West Scarborough will continue to grow as government policies and settlement services improve, allowing for more newcomers to enrich society.

## **Objectives**

The NWS LIP exists to establish a collaborative framework that facilitates the development and implementation of sustainable local and regional solutions for successful integration of immigrants to Ontario. The LIP seeks to help communities put immigration on their overall planning agenda in order for all to benefit from the successful social and economic integration of new immigrants. In doing so, the LIP's major objectives are:

### **1. To improve access to and coordination of immigrant integration services**

Once ways to better coordinate and access services are identified, the Partnership Council will develop strategies to overcome barriers. For example, if it is clear those newcomers from a particular neighbourhood are unaware of existing services; different methods will be introduced to ensure and enhance information availability by the dissemination of culturally and linguistically appropriate information through local faith communities or businesses in communal gathering places. Or if it is identified that newcomers need to travel far to access services; the Partnership Council will explore the feasibility of mobile services, service delivery through places of worship, educational institutes or other convenient locations.

### **2. To improve labour market outcomes for immigrants**

This may include initiatives such as engagement of local employers, mentorship initiatives, coordination of local employment services and non-paid internships. By including local colleges and training programs into the Partnership Council we aim to reduce barriers to newcomer employment and educational opportunities. The Partnership Council will also work closely with a wide variety of businesses/companies to advocate making internships more available to newcomers. An initiative is already underway within the northwest Scarborough community which is facilitating mentorship opportunities for newcomers through the faith community. Also, professionals trained outside of Canada are being matched with mentors throughout Scarborough, and it is the intention of the Partnership Council to build upon and extend this project.

### **3. To strengthen local awareness and capacity to successfully integrate immigrants**

The Partnership Council will work on identifying awareness barriers within the immigrant community with specific attention paid to cultural backgrounds, immigrant status, and the neighbourhoods in which they reside. It is also necessary to closely consider the language, cultural practices, gender specific issues, service needs, etc., of each community because what may be a barrier for one community may not apply or be relevant to another. Once these barriers have been identified, strategies will be developed to ensure improved awareness has been addressed. Integration of immigrants in all aspects of the community will need a multi-pronged approach, with a strategy developed by every sector of the neighbourhood including education, health care, employment, income supports and community engagement.

The objectives will be achieved by the Partnership Council with the commitment to the following:

- Participate and undertake proceedings in a participatory manner
- Develop a comprehensive local settlement strategy and implementation work plan to integrate new immigrants

- Support the PMT in expanding the membership to include agencies which facilitate services demanded by newcomers
- Devise innovative cost effective strategies and display the willingness to outreach to areas in need of services from different agencies

## **Methodologies**

In order to accomplish the main objectives, the NWS LIP PMT has undertaken numerous activities geared toward gaining a better understanding of the issues and concerns of newcomers and the organizations that aid them. The PMT carried out interviews with stakeholders including newcomers, employers, community leaders, and service providers; surveyed the existing newcomer service providers in the NWS area; conducted focus group discussions with resident groups, settlement agencies, and newcomer students; and administered one-on-one discussions with partner agencies. From these activities the PMT gained significant insight on the unique experiences of newcomers residing in northwest Scarborough.

### **Interviews with Stakeholders**

Over a two month period, 97 interviews were conducted with various stakeholders that included newcomers that have been in Canada for less than three years and refugees, resident/community leaders and faith group leaders, and service providers. Each interviewee was grouped into one of four categories: Newcomer Groups, Resident Groups, Community Leaders and Faith-based Organizations, and Service Providers, then asked specific questions tailored to suit the category they belong. From the interviews conducted the PMT extracted the wishes of newcomers and stakeholders and their perceptions of what is working best in the NWS area in regards to newcomer services. (*Please see Appendix 3*)

### **Survey of Service Providers in the NWS Area**

The PMT, with the support of the Partnership Council, completed the surveying of over 65 service providers within the NWS area. This was a critical step in assessing the current state of the newcomer situation regarding what is already available to them. The first step of this process entailed dividing NWS catchment area into four sections and assigning each animator a section to physically canvass. The animators then collected the following information on each location: major intersection, agency name and address, main contact person(s), and the services provided for newcomer and/or residents in that specific location. Animators also used the internet to search out any other service providers within the area and cross checked by phoning each internet sought location to ensure all information was accurate. The information was compiled and put into a chart of service providers.

### **Focus Group Discussions**

In addition to the several NWS LIP activities, 15 focus group discussions were organized and completed by the PMT over a three month period. Discussions were conducted with newcomer students and resident groups from various cultural backgrounds, and various settlement service organizations. From the discussions with newcomer students, they were able to share their personal experiences with settlement service providers, challenges and barriers in finding relevant information and services, and gave constructive feedback for areas of improvement. Resident groups and settlement service organizations were able to share what they perceived as the services most valued by the newcomers they serve, the barriers they faced in providing services, and the support they need in order to better service newcomers. (*Please see Appendix 4*)

### **Community Summits**

As a key component of the NWS LIP Project, the Community Summits explored how the LIP could better the experiences of newcomers in our neighborhoods by creating an atmosphere where service providers and the community could openly express their ideas and concerns. In total there were three Summits.

The first two Summits outcomes provided the LIP with key issues that needed deeper exploration as we created our Settlement Strategy for the community. The final Summit was to showcase the draft Strategy Paper with community newcomer residents and partners and receive critical feedback and approval to move forward to the implementation phase of the project.

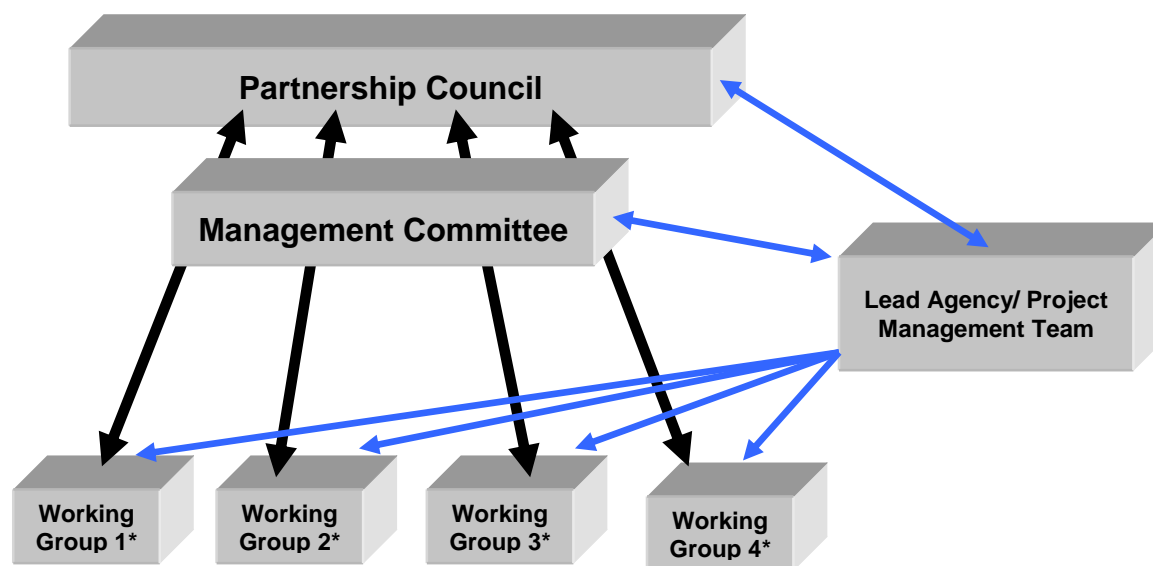
### One-on-One Discussions with Partner Agencies

Similar to the focus group discussions, but on a smaller scale, the PMT first carried out 25 one-on-one discussions with Partnership Council members, over a three month period. Each member agency that participated in the individual meetings were asked the same set of questions specifically designed to gain feedback regarding newcomer service providers' perspective on settlement services, their challenges and barriers, areas for innovation and collaboration, and recommendations for improvement to these services (Please see Appendix 5).

There were also a second set of one-on-one discussions with partner agencies conducted closer to the end of phase one. The PMT conducted a total of 29 one-on-one discussions to receive final feedback and input from partners and inform them on the future direction of the NWS LIP. There were no set questions for these discussions as it was an opportunity to openly review the Settlement Strategy and Implementation Plan. In total there were 57 one-on-one discussions completed involving Partnership Council members.

### Project Structures

The project management and implementation structure are comprised of four functional bodies namely Partnership Council, Management Committee, Working Groups (sector specific Clusters/ focus Teams) and the LIP PMT. The following is a diagram of the NWS LIP structure.



(Please note that the amount of Working Groups varies depending on Cluster or Team structure\*)

### Partnership Council

The Partnership Council consists of a wide range of stakeholders including the City of Toronto, community organizations, settlement agencies, language training providers, local associations and employers. When establishing the Partnership Council, great consideration was taken to ensure representation was comprised of a wide array of service providers who serve various target groups and that reflect an inclusive cross section of society. (Ex. Seniors, youths, women, children, people with

mental and physical disabilities and internationally trained professionals). The Partnership Council is responsible for the complete oversight and guidance in developing a comprehensive local settlement strategy and implementation work plan. (Please see Appendix 1 for Terms of Reference)

### **List of Northwest Scarborough LIP Organizations & Community Members**

- |  |  |
|--|--|
| 1. Acces Employment  | 20. Operation Springboard  |
| 2. Action for Neighbourhood Change (ANC)                           | 21. Polycultural Immigrant & Community Services                                      |
| 3. Afghan Association of Ontario                                   | 22. Scarborough Housing Help Centre (SHHC)   |
| 4. Agincourt Community Services Association (ACSA)                 | 23. The Scarborough Hospital   |
| 5. Aisling Discoveries Child and Family Centre                     | 24. Scarborough North Employment & Social Services (SESS)                            |
| 6. The Arab Community Centre of Toronto                            | 25. Scarborough Centre for Healthy Communities                                       |
| 7. Carefirst Seniors and Community Services Association            | 26. Settlement Assistance and Family Support Services (SAFSS)                        |
| 8. The Canadian Centre for Victims of Torture (CCVT)               | 27. The Tamil Eelam Society of Canada (TESOC)  |
| 9. Canadian National Institute for the Blind (CNIB)                | 28. TransCare Community Support Services   |
| 10. Canadian Tamil Youth Development (CANTYD)                      | 29. Tropicana  |
| 11. Catholic Cross Cultural Services                               | 30. Toronto Catholic District School Board - Continuing Education Department (TCDSB) |
| 12. Centre for Information and Community Services (CICS)           | 31. Toronto District School Board (TDSB)   |
| 13. Chinese Family Services of Ontario                             | 32. Toronto Police Services  |
| 14. City of Toronto - Social Development, Finance & Administration | 33. Toronto Public Health  |
| 15. East Metro Youth Services (EMYS)                               | 34. Toronto Public Library   |
| 16. Elizabeth Fry Toronto  | 35. VPI Inc.   |
| 17. Hong Fook Mental Health Association                            | 36. West Scarborough Neighbourhood Community Centre                                  |
| 18. L'Amoreaux Community Centre                                    | 37. YMCA Newcomer Information Centre (YMCA NIC - Scarborough, Milner )               |
| 19. Mennonite New Life Centre of Toronto (MNLCT)                   | 38. Youthlink  |

### **Community Members**

Community resident participation is varied and evolves throughout the project. There are 4-6 community members that are appointed to a Working Group and Partnership Council at any given time.

### **Management Committee**

The Management Committee is comprised of the lead agency (ACSA), the PMT, and a chair/representative of each a working group. The Management Committee will reserve the rights to review a decision taken by the Partnership Council if the decision taken by the council is in contradiction to the project mandate. Also, if a decision is to be taken in between two Partnership Council meetings, Steering Committee shall make a decision on behalf of the Partnership Council after addressing the issues with partner agencies and obtaining feedback from them.



## **Working Groups (Clusters/Teams)**

In order to establish Clusters, the Partnership Council was divided into sector specific groups based on their individual knowledge and expertise relating to a particular service area. (Ex: Health and Wellness, Employment, Settlement, Youth Services, etc.) Throughout the project period the NWS LIP, changed its working group structures (Clusters and Teams) based on the type that best suited our information gathering needs. The first time working groups were changed was after conducting interviews with stakeholders, where key issues were discovered and the Partnership Council created three Teams to generate innovative solutions and recommendations for the NWS LIP strategy and implementation plan. The focus Teams are as follows:

### **Team 1: Welcome and Access to information**

This team reviews, analyzes and makes recommendations to improve pre-arrival and arrival welcome package and information, improve existing welcome centers, identify more welcoming centers and the role of resident and faith-based groups in welcoming newcomers.

### **Team 2: Community Engagement in Settlement**

This team analyzes how community groups (resident and faith-based groups) can help newcomers, by improving their capacity through training and networking.

### **Team 3: Making Services and Support more Effective**

This team focuses on making services and support more effective. It will also explore and recommend possible partnership initiatives to provide better coordinated services. Some of the key focus areas of this team include recommending service integration, establishing one-stop-shopping, capacity building of grass-roots organizations and other stakeholders, and enhancing tailor-made programs.

After the NWS LIP was granted an extension from October 2010 to January 2011 the Team working structure was again changed to Clusters in order to construct the Implementation plan, receive sector specific recommendations and review activities. The following Clusters were formed:

- 1. Employment, Education & Language Training**
- 2. Settlement & Family Support**
- 3. Health & Wellness**
- 4. Community Engagement & Social Inclusion**
- 5. Housing & Basic Needs**

## **Lead Agency and Project Management Team (PMT)**

The PMT is comprised of the lead agency Agincourt Community Services Association's (ACSA) Manager of Settlement and Newcomer Services, the LIP Project Manager, Administrator, and Community Engagement Worker and a group of animators. The main responsibilities of the PMT are financial accountability, achieving envisaged results and maintaining transparency during the project period. The PMT will also coordinate and complete field research and submit findings to the Partnership Council to facilitate the decision making process. The creation and dissemination of information on project processes, outputs and outcomes with CIC and Partnership Council will be done on a monthly basis by the PMT. The PMT directly reports to the Lead Agency and Partnership Council, and any additional tasks assigned to the PMT are subjected to the Lead Agency's approval.

## **Deliverables**

The Council will deliver the following for submission to CIC:

- 1. A Local Settlement Strategy** that indicates:
  - Improvements in coordinated service provision, consultation and an effective system for information dissemination



- Enhancement of access to information and services in the locality
  - Improvement in accessing to local and regional employment services and labour market information
  - Strengthen awareness of local services and resources and capacity to integrate new immigrants
  - Establishment and expansion of local and regional partnerships and effective service delivery in prioritized areas
2. An **Implementation Work Plan** that provides:
- Key activities, role of different stakeholders, outcomes, required resources, and timelines to implement the settlement strategy
  - Description of connectivity with the Phase 1 and sustainability beyond the project period
  - Overall monitoring and evaluation strategy to enhance effective implementation of the Settlement Strategy

#### **Timeline of Deliverables:**

- Strategic Planning and training and evaluation/ Partnership data collection - January/February 2010
- Partnership review and training day (STRATEGIC PLANNING) - February 2010
- Settlement Strategy and Planning Day - June 2010
- First Draft of the Settlement Strategy - October 2010
- First Draft of the Implementation Plan - December 2010
- Final Draft of the Local Settlement Strategy and Implementation Plan - March 2011

## **Chapter 2: Literature Review**

Canada is known as a country with a broad immigration policy which is reflected in its ethnic diversity. Mostly immigration to Canada is driven by economic policy and family reunification. Canada is also considered a more prosperous and safer home for refugees from many parts of the world who fear “being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion” or seek refuge from natural disaster or severe poverty. (Smick 2006)

This chapter will discuss the changes to government immigration policies and changes specifically made to the refugee system and its effect on newcomer migration. Also, will pay close attention will be paid to Federal and Provincial government funding of newcomer settlement programs, newcomer services available in northwest Scarborough, and how it influences the newcomer settlement process. Finally, the role of community groups in supporting newcomers and common challenges faced by newcomers will be discussed.

#### **Definition of “Newcomers”**

A newcomer can be referred to as an individual who has recently come to Canada as an immigrant or refugee, learning to navigate the Canadian systems and daily life, which require assistance in areas such as housing, employment, and social assistance, among many other areas.

For some agencies, the definition is determined by funding parameters. For example, federal funding defines a newcomer as someone who has been in Canada for less than three years whereas provincial funding allows newcomers to access services up to five years. Generally, it takes some newcomers longer than others to settle and to adjust to life in Canada, leading some newcomers to remain in need of

services despite the length of time they have been in Canada (*Planned Parenthood of Toronto*, December 2005).

### **Government Policy on Immigration over the Years – Federal and Provincial**

“Canada is a country built by immigrants” (Corrigan, 2006). Immigration is seen as a strategic investment in the country’s economic and social viability. Over a period of ten years from 1990 to 2000, “over 200,000 people (have) become landed immigrants in Canada” (Simich, 2000). Since Confederation in 1867 until present day, nation-building has been the underlying theme of Canadian immigration. “Historically the (reasons for) accepting immigrants were to expand the population, boost the economy, and develop society. Over time, specifics of immigration policies have evolved with the Canadian economy; and efforts to harmonize immigration with the social and cultural fabric have changed along with social issues.” (Reitz, 2002)

“Canadian immigration (policies were) initially purported for expansion” (Smick, 2006), with most immigrants settling in rural, areas. In the early twentieth century, policy was very selective in allowing immigrants into Canada; particularly policy excluding non-European applicants.

Geneviève Bouchard, Research Director, Governance for the Institute for Research on Public Policy, classified the evolution of Canadian immigration system into eight periods that reflected policy shifts for the changing needs and priority of the Canadian society over time spanning over 100 years incepting from the year 1867. The immigration policy for the first period (1867-1913) emphasized bringing in farmers, farm workers, and female domestics, mainly from Britain, the U.S. and North-western Europe.

The Immigration Act was then revised in the second period (1919-1929), introducing literacy tests for immigrants, defining origin (Ex. nationality, race, etc.). The preferred countries for immigrants were Britain, United States, the Irish Free State, Australia and New Zealand.

Canada’s doors remained closed to new arrivals during the third period (1930’s and 1940’s), causing the Canadian unemployment rate to soar to 11%. Eventually, only family reunification cases were admitted.

The fourth period (1946-1962) contrasted the previous period with a large inflow of immigrants from Europe. A new Immigration Act was passed in 1952 that permitted rejections based on nationality, ethnic group, and geographical area of origin.

During the fifth period (1962-1973), there was a major shift in immigration and policies were revisited in 1962, changing racial policies into a more objective criterion of personal attributes and quality, rather than placing importance on nationality, ethnic origin, etc. The Point System was introduced in 1967 and geographic preference moved to third world countries.

In 1963, the government set up the Royal Commission on Bilingualism and Biculturalism with a mandate making recommendations on federal policy towards languages and cultures (*ibid*). Although initially it was focused on English and French languages and cultures; but eventually its scope was expanded to greater recognition of the contributions of other ethnic groups, and the need for greater government funding in certain areas.

In early the 1970’s the government inducted official federal multicultural policy that officially recognized plurality of cultures. The government also launched programs, allocating money for cultural activities, projects, and advocacy groups. It also created a cabinet minister position, a multiculturalism directorate within the Department of the Secretary of State and a Canadian Consultative Council on Multiculturalism (later renamed as the Canadian Ethno-cultural Council) (*ibid*).

During the sixth period (1974-1985) the Immigration Act was redefined in 1976 to accommodate three priority areas: family reunification (Priority 1), humanitarian concerns (Priority 2), and promotion of Canada’s economic, social, demographic and cultural goals (Priority 3).

The seventh period (1986-1993), witnessed yet another shift in immigration policies. The government reduced the family class in 1992 to maintain the inflow of immigrants to 1% of Canada's population.

Commencing from 1993 onward, the eighth period put emphasis on long term goals to focus on skilled workers. The Immigration Act of 1976 was replaced in 2002. It gave preference (and more points) to applicants with higher educational qualifications, and higher proficiency in official languages (English and French). Points were also given based on work experience, with weight placed on length of employment up to a maximum of four years.

The Charter of Rights and Freedoms, first part of the Constitution Act 1982, is a landmark progress toward the elimination of discrimination (Section 15) based on grounds like race, religion, color, ethnic origin, sex etc. The Canadian Multiculturalism Act 1988 helps to preserve and promote multiculturalism in Canada. It "recognizes and promotes the understanding that multiculturalism (cultural and racial diversity) describes Canadian society and acknowledges the freedom of all Canadians to preserve, enhance and share their cultural Heritage" (Alberta Education, June 2006)

Canada's recognition of diversity, and a discerning policy toward multiculturalism, was well reflected in a speech by Jason Kenny, Minister of Citizenship, Immigration and Multiculturalism. He observed that "as society evolves, Canada's multiculturalism policy continues to evolve and respond to emerging challenges" (May, 2008). Canada's immigration policy is viewed to be proactive and welcoming in consideration of positive benefits of newcomers in the Canadian economy and society. It pursues a structured system for immigration to "fill prescribed and controlled roles in the country's evolving political economy. Both the number and the attributes of immigrants in Canada are relatively well controlled through the country's immigration policy" (Schmidt 2007).

Canada has a convergence of people from all over the globe. More than 200 different ethnic origins (Statistics Canada, Daily Release, 2008) have migrated to Canada over the years. Canada's population is distinctively characterized by varying cultures and creeds. Now, "multiculturalism" is officially recognized and reflected in government policies and programs. Over time, Canada's diversity policy has gradually shifted from being discriminatory to being progressively reconciliatory making accommodation for cultures of all ethnic groups. Initially, it pursued an assimilative policy for a homogenous Canadian society (Makarenko, 2010). During early 1900's new immigrants faced legal barriers to their equal participation in political and social institutions, such as discrimination in voting rights and employment (ibid, 2010). But due to increasing openness, liberalism, human rights, and direction to more egalitarian social policy, the government moved toward more inclusiveness.

### **Provincial Immigration Policy**

In recent years, the Canadian Immigration Policy has adopted a more regionalized and market-responsive approach. Since the 1990s, most provinces in Canada have established regional-level immigration programs through which provinces are able to recruit and select immigrants. The number of people recruited through these programs has increased rapidly – from 1275 in 2000, to 4,418 in 2003 and 13,336 in 2006 (Citizenship and Immigration Canada, 2006) and even Ontario, the main destination of most immigrants to Canada, has developed a pilot Provincial Nominee Program (PNP). The trend of expansion and proliferation of these programs, which are often employer-driven and closely linked to labour-market needs, indicates that there are substantial needs in the realm of immigration policy that the federal program cannot meet, leaving gaps which provincial-level programs seek to fill.

The Constitution Act of 1867 accorded joint responsibility for immigration to the federal and the provincial governments (Pavlova, 2008). Based on Section 95 of the Canadian constitution and through the Immigration and Refugee Protection Act, and federal-provincial agreements, the federal and provincial government in Canada share the responsibility for creating and implementing this immigration policy.

Canadian provinces are legally able to sign formal agreements related to immigration with the federal government (Pavlova, 2008). Provincial governments that have signed such agreements can nominate

immigrants according to regional and local economic needs (Pavlova, 2008). However, the federal government has the final word in the immigration selection – it can reject an immigrant nominated by a province on medical, security or other, discretionary grounds. The numbers of nominees are determined through negotiations between the provincial and the federal government. Quebec has a larger degree of autonomy in immigration policy than any other province: under the Canada-Quebec Accord, the province of Quebec is fully responsible for the selection of all of its skilled immigrants (Pavlova, 2008).

The trend of developing and implementing provincial-level immigration programs intensified in 2005. By September 2006, the federal government had signed bilateral agreements with eleven provinces and territories. So far, the number of immigrants who have arrived in Canada through the Provincial Nominee Programs has been a small share of total immigration, but the growth of these programs have been impressive.

Under the 'Canada-Ontario Immigration Act' 2005, The Ontario Government launched its pilot Provincial Nominee Program (PNP). According to the agreement federal government promised to invest \$920 million in the settlement and integration of newcomers to Ontario over the following five years. PNP was launched in order to allow Ontario to identify and recruit immigrants that would satisfy its economic and labour markets needs.

### **Immigration and Refugee Protection Act Influences Post 9/11 Immigration Policy**

In 2001, the federal government introduced the *Immigration and Refugee Protection Act*, replacing the previous 1976 *Immigration Act*. This new legislation retained much of the previous legislation's framework, including the basic family, refugee, and economic classes of immigrants. The *Act*, however, did tighten eligibility requirements for refugees, skilled immigrants, and business immigrants. Importantly, it extended family entitlements to same-sex and common-law relationships, allowing individuals united under such relationships to bring their partners to Canada.

The event of September 11, 2001 in the United States, commonly known as 9/11, focused attention on certain aspects of Canadian law and policy, in particular, the refugee determination system and border controls. Following the 9/11 terrorist attack in the US, a new set of regulations was brought to the Immigration Act and Bill C-11 was introduced by the parliament which came largely into force in June 2002. The revised Immigration Act gave more power to the Canadian government to arrest, detain and deport landed immigrants on the suspicion they might be a security threat.

In 2002, the issue of security further led to the Canada-United States "Safe Third Country Agreement," with important implications for refugees and asylum seekers. The purpose of the legislation was to prevent individuals in the US from leaving, and possibly escaping US authorities, by making a refugee claim in Canada (Makarenko, 2010). Other key forms of Canadian-American cooperation in the area of security and immigration include ensuring the compatibility of immigration databases of both countries, and creating of joint immigration-processing facilities.

### **Amendments to Canada's Refugee System**

In 2010, the federal government announced reforms to the system by which refugee class immigrants entered the country. Referred to as *Bill C-11: The Balanced Refugee Reform Act*, the new legislation will allow to increase the number of new refugees accepted to the country and provide more funding to aid in their integration into Canadian society.

The legislation further aims to speed up the approval system for refugee claimants and reduce the large backlog of claims that developed (claimants often have to wait up to two years to have their claims processed). The new system would sort refugee claimants into two groups: those from "safe" democratic countries and those from "dangerous" countries. Claimants from safe countries will be fast-tracked under

the new system. The legislation is also intended to limit the number of fraudulent claims by immigrants seeking easier access to Canada by claiming refugee status (Makarenko, 2010).

## **Government Funding for Newcomer Settlement**

### **Federal Funding**

Immigrant settlement policies and programs in Canada are implemented at three levels: federal, provincial and municipal. Both Federal and Provincial governments implement programs via municipal (in this case the City of Toronto) authority, and settlement and non-profit agencies.

The Canada-Ontario-Toronto Memorandum of Understanding (MOU) signed in 2006 on Immigration and Settlement is an important provision under the Canada-Ontario Immigration Agreement for partnerships with municipal governments in Ontario on immigration matters. The MOU establishes a framework for the federal, provincial and municipal governments to discuss matters related to immigration and settlement in the City of Toronto. It focuses on improving outcomes for immigrants through several areas of interest to all three governments, including citizenship and civic engagement, and facilitating access to employment, services, and educational and training opportunities.

The Citizenship and Immigration Canada (CIC) is recognized as the lead federal agency on immigration matters. CIC was first created in 1994 with the intent of bringing the policy areas of immigration and citizenship under one single department. In 2008, the Multiculturalism Portfolio was also moved under the CIC umbrella that reflects the contemporary nature of Canadian immigration - being highly ethnically and religiously diverse.

CIC provides direct funding to three newcomer services: the Immigrant Settlement and Adaptation Program (ISAP); the Host Program; and the Language Instruction for Newcomers to Canada Program (LINC). ISAP services include reception and orientation, translation and interpretation, referral to community resources, para-professional counselling, general information, and employment-related services. ISAP also funds projects to complement or improve the delivery of settlement services, such as research projects on settlement and integration, seminars and conferences to disseminate information, and the training of ISAP-supported agency staff. (CIC, 2010) ISAP also provides pre-departure orientation sessions in selected overseas countries.

The Host Program is designed to foster integration by establishing friendships between newcomers and resident Canadians. It matches newcomers with volunteers who are familiar with Canadian culture and who can teach newcomers about available services, practise English or French, help to establish employment contacts and encourage participation in community activities (Calgary Catholic Immigration Society, 2010).

The LINC program funds basic French or English language instruction to adult newcomers. It is offered to permanent residents in cooperation with provincial governments, school boards, community colleges, and immigrant and community organizations. Depending on a newcomer's abilities and needs, LINC may include full or part-time training, self-assisted and distance learning, or community or institutionally-based programs. LINC is free to newcomers, but it does not include training allowances. Child minding is provided on site, and transportation assistance is available if needed (CIC, 2010).

The Welcoming Communities Initiative (WCI) was a three years project from 2006 to 2008 initiated by Citizenship and Immigration Canada (CIC). This was a collaborative multidisciplinary alliance of university and community partners designed to develop, test, and implement strategies to attract and include immigrants and minorities in different cities across Ontario. The long-term goal of this project was to engage immigrants as partners in the community building process through a more equitable, accessible and inclusive approach. The project was implemented in 16 small to medium sized cities in Ontario such as Ottawa, Waterloo, Windsor, Hamilton, Guelph, North Bay, Peterborough etc., to attract and retain newcomers.



## **Provincial Funding**

Besides Federal programs, the Ontario Provincial government also provides support to newcomers through Newcomer Settlement Program (NSP). The NSP funds two main service streams: core services and employment-facilitation services (MCI, 2010).

Core services include assessment, referral, information and orientation, and general settlement assistance. Assessment services identify newcomer needs and determine an appropriate response or recommendation. Referral services link newcomers with community resources, services, ESL instruction, and employment training programs. Information and orientation services provide assistance to newcomers to establish themselves in their communities, including help with securing essential documents, and assistance with housing, education, transportation, health, and legal services. General settlement assistance services provide newcomers with help settling in Ontario. For example, assistance is offered in the completion of forms needed to access essential services (such as housing and health cards), arranging appointments, obtaining information and helping to resolve problems related to settlement. At least 40 per cent of the budget of Immigration Service Agencies (ISA's) receiving NSP support must go towards the funding of these core services (MCI, 2010).

Employment support services provide more in-depth assistance than the employment referral and information services that include access to job training programs, acquire professional certification, and obtain recognition of academic credentials. They also help newcomers to identify employment skills, prepare resumes, set employment goals, and develop interview skills.

In November, 2005, The Canada-Ontario Immigration Agreement (COIA) was signed through which the federal government promised to provide \$920M for settlement services over a five-year period. However, only \$407M of this money was spent throughout the first four years of the agreement.

Since 2005, the government of Ontario allocated a total of \$774M on immigration programming that includes settlement, language training and labour market integration services. The 2009 Ontario Budget committed a total of \$94M over two years to expand mentorship and bridge training support to immigrants in the province

## **Settlement and Newcomer Service Providers**

Settlement services, both formal and informal, have a long history in Canada. Numerous newcomers have been assisted on arrival, initially by organizations emanating from faith and ethnic communities. Gradually a specialized settlement sector has been developed, forming a network across Canada with significant experience in welcoming refugees and immigrants. Some organizations in this network have been functioning for more than 50 years, starting their operation in the 1970's to early 1980's. The federal government has gradually increased its commitment to settlement services which had a substantial influence in the evolution of non-profit settlement agencies across Ontario including northwest Scarborough.

Newcomers over the years received various services from non-profit organizations funded by a number of government departments. In 1974 the federal government launched the Immigrant Settlement and Adaptation Program (ISAP) which makes available settlement services to newcomers. In 1990 the government announced the Federal Integration Strategy that focused on language training program and made the HOST program a permanent intervention in the settlement process. Some of the lead non-profit organizations in northwest Scarborough such as CICS, CCS were founded in the early to late 1960's. The introduction of the new Canadian Immigration Policy in 1970 to 1980 allowed more diversified immigrants to come into Canada influenced these agencies to initiate programs such as interpretation services and filling out forms to support new immigrants. In mid 2000, they expanded their settlement programs under the auspicious funding made available by the Ontario Ministry of Citizenship and Immigration.



It was revealed from available documents that apart from government agencies there are around 20 community organizations serving newcomers in northwest Scarborough. Community organizations provide a wide range of services that include settlement services such as language training (ESL, ELT and LINC), housing support, health, education, legal support, and refugee sponsorship programs. Apart from the settlement services, a number of agencies also provide services to newcomers to respond their diverse need such as programs for seniors and youth, children and family programs, food banks, mental health, interpretation and translation, crisis intervention, civic engagement, community engagement, etc (Green Directory, 2010).

It was also evident from the 'Green Directory' that there are 19 employment service providers (City of Toronto, 2010) currently operating in Scarborough providing services to newcomers. Key services conducted by these agencies include job search workshops, resume writing, employment and career counselling, job placements and connects, bridging programs, second career and job retention programs.

There are also 32 agencies providing services to people with disabilities in Scarborough (Green Directory 2010). In addition to those agencies, another 8 agencies are providing recreational programs to people with special needs.

There are around 70 faith-based organizations located in Scarborough that include 50 Christian, 10 Islamic, 10 Hindu organizations, and 1 Buddhist association. Most of these organizations help newcomers by providing food, clothing, furniture and connecting them with settlement services. Some of them also directly provide settlement support to newcomers (Ex: St. Paul's Church).

As referred in the 'Green Directory', in Scarborough a number of organizations run food banks, supply clothing and furniture to newcomers for free or at a subsidized price. A total of 15 food banks provide free food supply in Scarborough, of which only 6 food banks operate in the northwest Scarborough area.

A number of government, private and non-profit health service providers offer services to newcomers in northwest Scarborough, which some of are not located in Scarborough but can be reached by surrounding neighbourhood residents. There are also a few community health centres that will provide services to newcomers without an OHIP card.

### **Non-Profit, Corporate Sector and Government Relationships in Supporting Newcomers**

Immigrant settlement policies and programs in Canada are implemented at many levels: the federal and provincial government operating through municipal agencies along with non-profit organizations. Relatively there are a large number of ethnically based Non-Profit Organizations (NGO's) contracted to implement immigrant settlement services, particularly in the Toronto and Vancouver metropolitan areas (Schmidt 2007).

The Federal Government-funded settlement programs include LINC, ISAP and Host programs, while the Ontario Government runs NSP's for the immigrants. NSP funds two streams of programs consisting of core and employment services (Kareem, 2004). Core services consist of assessment, referral, information and orientation, and general settlement assistance, while employment services help newcomers to access job training programs, acquire professional certification, and obtain recognition of academic credentials. They also help newcomers to identify employment skills, prepare resumes, set employment goals, and develop interview skills (ibid). In 1995, Ontario shifted from direct investment in the public sector to competitive contract and purchase-of-service agreements with non-profit and for-profit operators (Kareem, 2004).

In addition, funding is also available for settlement programs from the Ontario Trillium Foundation, The Maytree Foundation, and the United Way and a host of other charitable organizations (Lim et. al 2005).

The Ontario Trillium Foundation, an agency of the Ontario government provides funds to charitable and not-for-profit organizations for local and province-wide programs. Through community programs, these

organizations put together grant proposals of up to \$375,000 for up to a five year period, and through province-wide programs the organization can make a grant proposal of up to \$1.25 million for a period over five years. Funding is allocated in four sectors: Arts and Culture, Environment, Sports and Recreation, and Human and Social Services.

Maytree is a private foundation that works with the government, civil society, employers and with institutions. It provides grants to NGO's and charitable organizations for immigrants settlement programs that are meant to "test new ways of addressing the needs of immigrants and refugees and accelerating their settlement in Canada, enable immigrants and refugees to have more of a voice on issues that concerns them, and contribute to the research and development of progressive immigration policy" (Maytree, 2010).

The United Way is an incorporated non-profit charity, with more than 200 agencies under its umbrella. It provides funds to affiliate organizations who work for "Helping newcomers fulfill their potential" and towards its vision of "a city where newcomers have every opportunity to fulfill the promise of their new life in Canada." (United Way, 2010)

There is also a large partnership involving private sector organizations/institutions for settlement services for new immigrants. There are a substantial number of private sector organizations under this partnership network that focuses on a wide array of services that include Settlement Skills, Learning English (ESL), Career Help Programs, Cultural Competency Training and Immigration Studies (CIRN, 2005-2008). The Canadian Immigrant Resource Network (CIRN) maintains a database of the organizations/institutions engaged in various settlement services to immigrants. It is an online immigrant resource centre in Canada with an integrated approach to promote immigrant success and to honour diversity in Canada.

Out of 120,000 immigrants settle in Ontario each year (Weiner, 2008), about 70% of them are highly skilled from engineering, accounting, and health care backgrounds. The Ontario government has programs intended for a range of services for skilled professional, such as assessment and recognition of profession and trade qualifications, job/career information, career counselling, referrals, and translation services, etc.

The Ontario Ministry of Citizenship and Immigration has sponsored 60 bridging projects (about 70% of which are in Toronto) since 2003 at a cost of \$34 million. These programs encompass professional and trades occupations, and expected to benefit some 6,000 newcomers (Weiner, 2008).

Citizenship and Immigration Canada (CIC) is piloting the Library Settlement Partnerships (LSP) in Hamilton, Ottawa and Toronto libraries. Under this program, settlement workers are placed selectively in some branches of public libraries and provide settlement information and referral services to newcomers to Canada (Power Analysis Incorporation, 2007). Settlement Workers administer one-on-one and group information dissemination sessions and workshops on services like education, jobs, health, housing, language instruction, etc. They also hold workshops on issues like parenting, job markets, government benefits, and the Canadian workplace culture and tax system. These services also include an English Café, web basics, job search, resume writing, etc. In northwest Scarborough, the Agincourt and Bridlewood library branches of the Toronto Public Library are implementing the LSP program.

TD Bank is the largest corporate participant in the Toronto Region Immigrant Employment Council's (TRIEC) Mentoring Partnership program (Caballero et. al., 2010). Since 2005, it has supported 400 mentees. It helped Ryerson University to develop a curriculum for their Professional Communications program for employment tailored to the need for recent immigrants. TD bank is also a corporate partner with Career Bridge program for internships. Nearly 50% of its interns since 2003 retained permanent positions in the bank.

CIBC entered into partnership with YMCA of Greater Toronto to help newcomers. Its Access to Opportunity™ initiative gives newcomers meaningful information about day-to-day banking, starting a business and teaches how to get financial advice to help plan for their future in their new country. Also,

qualified foreign-trained newcomers receive assistance finding a job in their field in the financial services sector.

Royal Bank of Canada (RBC) is also a partner with TRIEC recognizing successes of newcomer immigrants. Its annual Immigrant Success Award recognizes organizations that demonstrate innovation and leadership in integrating skilled immigrants into the Toronto regional labour market.

Under Settlement Workers in Schools (SWIS) program, the Toronto Catholic District School Board (TCDSB) has deployed settlement workers in schools to welcome newcomer families. They help newcomer students and their families become familiarized with their new school by providing information and orientation on the education system, school policies and expectations; they also provide information and referral services on housing, employment, public transit, healthcare, and language training, etc.

### **Role of Community Groups (Faith-based and Resident Groups)**

Each year Canada welcomes about 250,000 immigrants and refugees. These newcomers need support to understand their adopted community, form lasting social connections and contribute to life in Canada. The cohesion and vitality of Canadian communities depends upon the successful settlement and integration of newcomers. As a result, communities are increasingly recognizing the importance of identifying their need for newcomers and making plans for their arrival and integration.

In order to build a welcoming community in Canada, the federal government has been promoting the two-tiered concept of upholding what newcomers bring to Canada, and also what Canada needs to offer newcomers.

According to CIC, the key components and ideals of a welcoming community include employment opportunities, affordable and appropriate housing, accessible and readily available public transit, cultural diversity, opportunities for social engagement, and the formation of diverse networks. In order for the ideals of a welcoming community to be fully realized, both the receiving community and newcomers have important roles to play. Whereas the welcoming community must be receptive, accessible, and responsive to newcomers, it is of equal importance that newcomers be responsible for seeking and taking advantage of available opportunities and aspire to abide by Canadian laws and customs.

The Literature review reveals the CIC supported HOST program is one of the initiatives where Canadian citizens help adult newcomers and their children adjust to life in Canada and learn about Canadian values and tradition. The goals of the HOST program include assisting newcomers to deal with the settlement stresses and help in the area of search an employment, improve English language skills and social adaptation.

Action for Neighbourhood Change (ANC) is a United Way funded project that is dedicated to bring changes in the neighbourhood by engaging various stakeholders such as local businesses, government agencies, volunteers, community agencies and most importantly community residents. Through ANC projects both residents and newcomers are involved to create increased access to resources, build leadership skills and enhance the quality of life in priority neighbourhoods. (United Way, 2010)

Another forum to engage residents (including newcomers) in two priority neighbourhoods in the northwest Scarborough area is the Steeles/L'Amoreaux Neighbourhood Action Partnership (NAP). It exists to empower residents in the Steeles/L'Amoreaux neighbourhood. By connecting residents to other community organizations and groups, and providing training and social events, the NAP aspires to make the Steeles/L'Amoreaux neighbourhood a better place.

In northwest Scarborough resident groups are also actively engaged through Chester Le Community Corner and provide multiple services to the residents including newcomers. The Chester Le Community Corner started its operation in June 2005 as a joint initiative of residents and social service agencies and institutions to address violence in the community. Gradually they have extended services to newcomer

referral services, youth employment assistance, parenting program, English conversation clubs, adult employment programs, etc. (Chester Le Community Corner and Coalition, 2010)

A number of faith based organizations from different religious backgrounds also provide supports to newcomers. Some of the churches, such as St. Andrews Presbyterian, St. Paul's, and Bridletowne Park Church offer assistance to newcomers by providing food, clothing and referral services. Islamic organizations such as Islamic Foundation of Toronto and Islamic Institute of Toronto provide various services that include referral services, after school programs, food supply and seniors recreational day trips. Muslim Welfare of Toronto provides services such as a food bank, meals on wheels, a women shelter and free medical clinics for newcomers. (Green Directory, 2010)

### **Common Challenges Faced by Newcomer Immigrants in Northwest Scarborough**

A study conducted on the immigrant population and service providers shows that newcomers are facing diverse challenges in their settlement process in Canada. Challenges that seem to be increasing stress for immigrants and refugees are: language, employment, education, finances, racism and discrimination, immigration status, and navigating the Canadian system. Newcomers encounter difficulties coping with culture shock, social isolation, loneliness, cultural understanding, language and communication, and even adapting to a new climate. The three major challenges reported by immigrants and refugees were language and communication, employment, and family dynamics (Stewart, 2003).

Access to information and settlement services is very crucial to newcomers for their successful integration and social inclusion in Canada. The study depicts that due to the decentralization, de-concentration of new immigrants, and funding cutbacks as a result of the economic recession, settlement services have been forced to downsize their coverage, negatively impacting newcomers' access to required services. (Lucia et. al. 2007)

Newcomers are often unemployed or are unable to secure meaningful employment matching to their personal level of education, experience and expectations. It has a deep impact on the life of immigrants, far beyond the immediate economic impact. The process of initial settlement and integration becomes much more frustrating, painful and difficult than it should be. Apart from the loss of self-esteem, anxiety and a sense of hopelessness the lack of employment produces in an individual also affects their immediate family members. This frustration and resentment often leads to depression and other mental health problems, and in some cases family violence and breakdown. (Cabral, 2000)

In the effort of securing a professional job, newcomers also extensively encounter racism and discrimination at both the individual and systemic levels. The insistence on Canadian job experience and the failure to recognize foreign educational and professional qualifications and experience are examples of systemic inequalities.

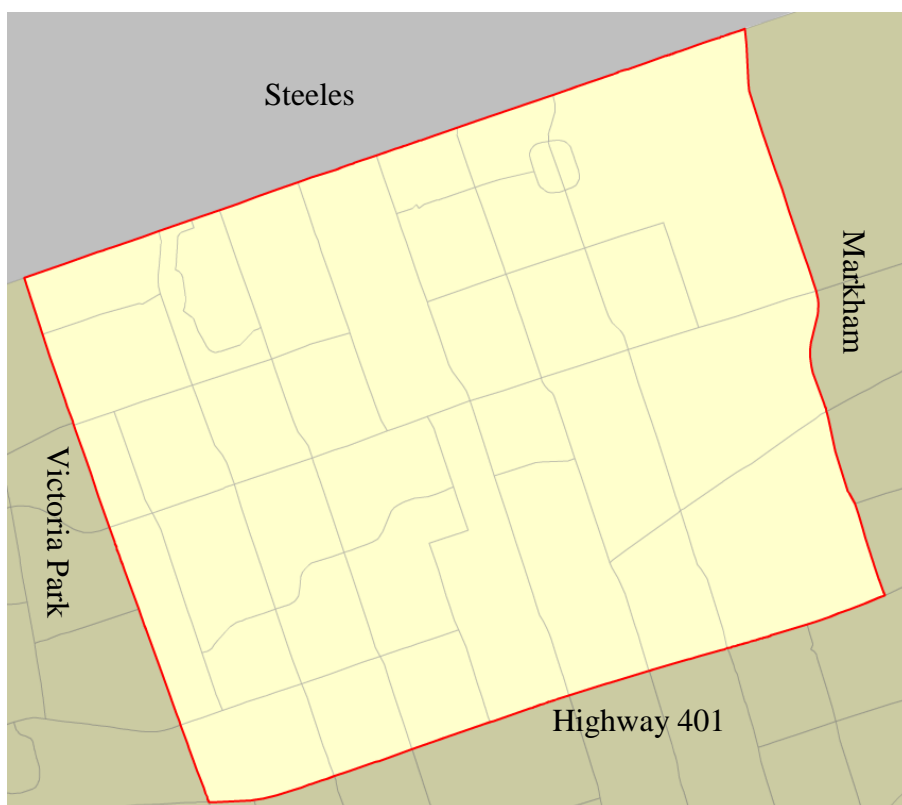
Apart from employment and language training, another priority need of newcomers is affordable housing and day care. Due to a lack of accessible, supervised day care for children prevents one or both parents from looking for employment. In the case of family services, the lack of ethno-specific and culturally appropriate services provided by qualified workers is another challenge for newcomers.

## Chapter 3: Statistical Analysis

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### OVERVIEW

The Northwest Scarborough (NWS) LIP area is composed of 175,783 people, in a total area 39.6 square kilometres. Over half (52.4%) of the population is female, and 47.6% of the population is male. Over 2 in 3 Northwest Scarborough residents (69.5%) are immigrants. The NWS area is bordered by Victoria Park Avenue to the west, Steeles Avenue to the north, Markham Road to the east and highway 401 to the south. There are 6 neighbourhoods that make up the NWS area: Steeles, L'Amoreaux, Tam O'Shanter-Sullivan, Agincourt North, Agincourt South – Malvern West, and Milliken. The neighbourhood of Steeles, L'Amoreaux are considered a priority neighbourhood according to the city of Toronto because of anticipated community needs and limited available services. This neighbourhood is largely the area west of Kennedy Road and north of Huntingwood Drive.

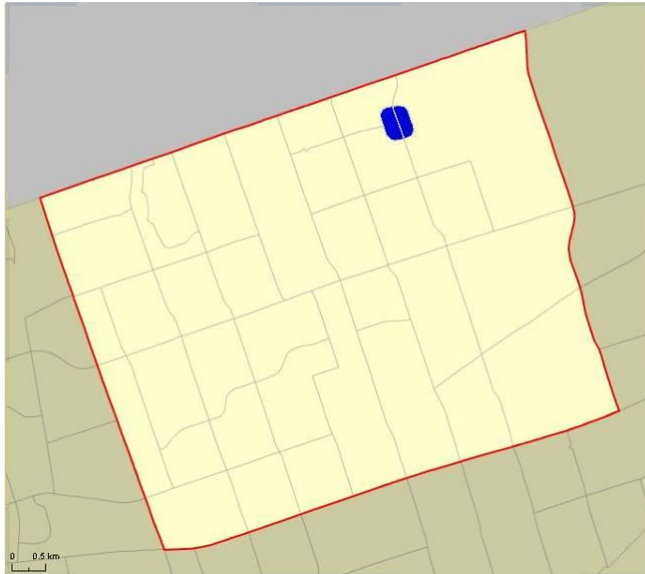


**Map 1, NWS Area**

The information gathered in this document was derived from 2006 Census data and Community Social Data Strategy. The data was compiled for all census tracts in NWS. Data was gathered to identify potential trends relating to poverty (language, employment and income) across different periods of immigration where possible. To explore trends in the data we compared the data from NWS to the Toronto Census Metropolitan Area (CMA). While Census data can be helpful in determining potential issues and challenges in the community, it comes with its own set of limitations. Census data is approximately 4 years old as it was compiled in 2006. There may have been changes in the community



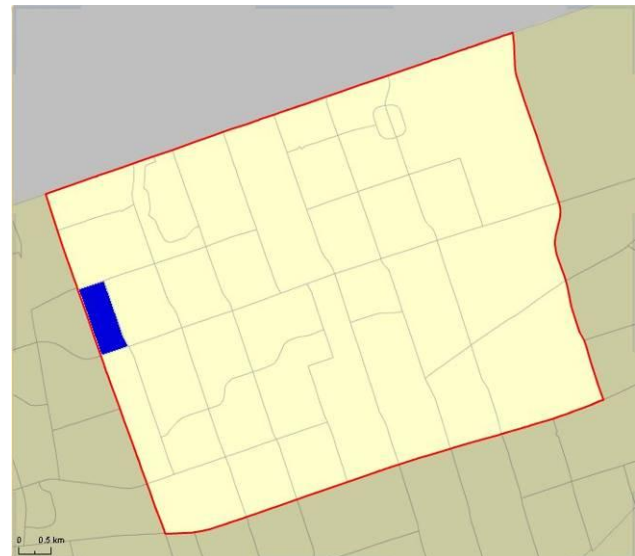
since 2006 especially employment data. The recent economic recession and its impacts on employment are not reflected in the data. While the Community Social Data Strategy was helpful in providing access to some cross-tabulations of data and maps, some data was not available for comparison.



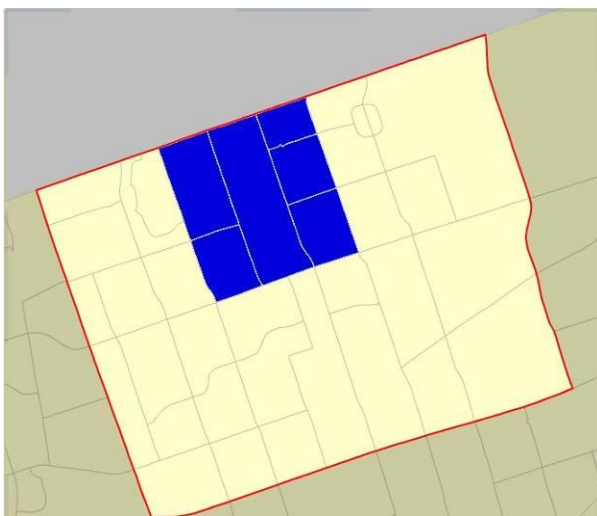
Map 2, Census Tracts 378.20 and 378.18

The NWS LIP area is made up of 37 census tracts. In the data gathering, a few census tracts stood out with consistent issues. Census tracts 378.20 and 378.18 are where Alton Towers are located. The Alton Towers census tracts showed a high rate of lone female parent led families, people living alone and immigrants who had moved into the area within the last five years. Incomes in these two census tracts were generally low with many families with incomes under \$10,000. Unemployment in these two census tracts is generally quite high, in all categories. Many seniors also live in these two census tracts.

Similarly, the census tract 376.11 where Chester Le is located presented many significant issues. Chester Le has a high rate of single people, and lone-female-parent families. The population in Chester Le is generally young, with many youth between the ages of 15-24. Unemployment is an issue for the whole population. Youth unemployment is particularly high for the area and unemployment for men is among the highest in the NWS area. Language barriers also pose a problem in the Chester Le area where the knowledge of English is low.



Map 3, Census Tract 376.11



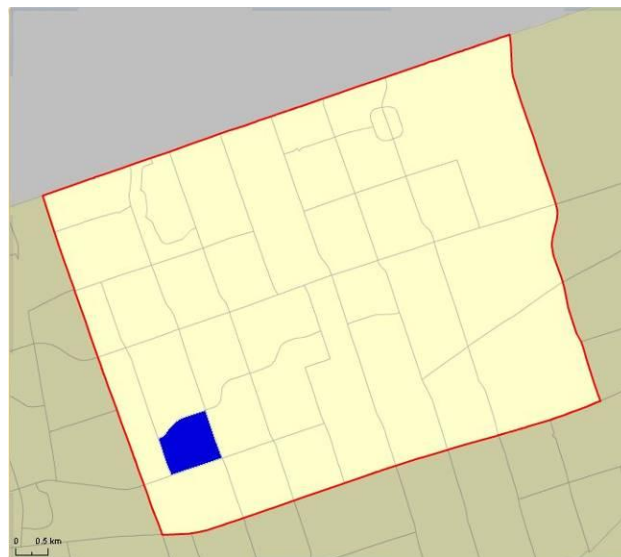
Map 4, Census Tracts 376.06, 376.05, 376.02, 377.04, 377.07, 377.06

Census tract 376.06 is largely a commercial area, with the Milliken GO transit station located at the north end. The census tracts that are located around 376.06 showed significant issues. Census tracts 376.05, 376.02, 377.04, 377.07, 377.06 have low levels of education. Most of the residents in these 5 census tracts have not completed beyond grade 9 of high school. Language barriers are a significant issue in



these 5 census tracts. Many speak neither English nor French at home, and have low knowledge of English. Also, languages spoken at work are more likely to be languages other than English. Incomes for these 5 tracts are generally low. Median income for all is low especially in tracts 376.05 and 377.06.

One census tract came up repeatedly as significantly different than other tracts in NWS. Tract 375.02 is the neighbourhood around Bridlewood Park. The census tract has a high median income, and has many seniors. Unlike much of the rest of NWS, the rate for knowledge of English is high and there are fewer visible minorities that live in the tract. This tract highlights the importance of differences in issues from community to community within the NWS area. While the following analysis is built on compiled data across all tracts it is important to note that some communities are facing greater hardships than others.



Map 5, Census Tract 375.02

## AGE AND FAMILY

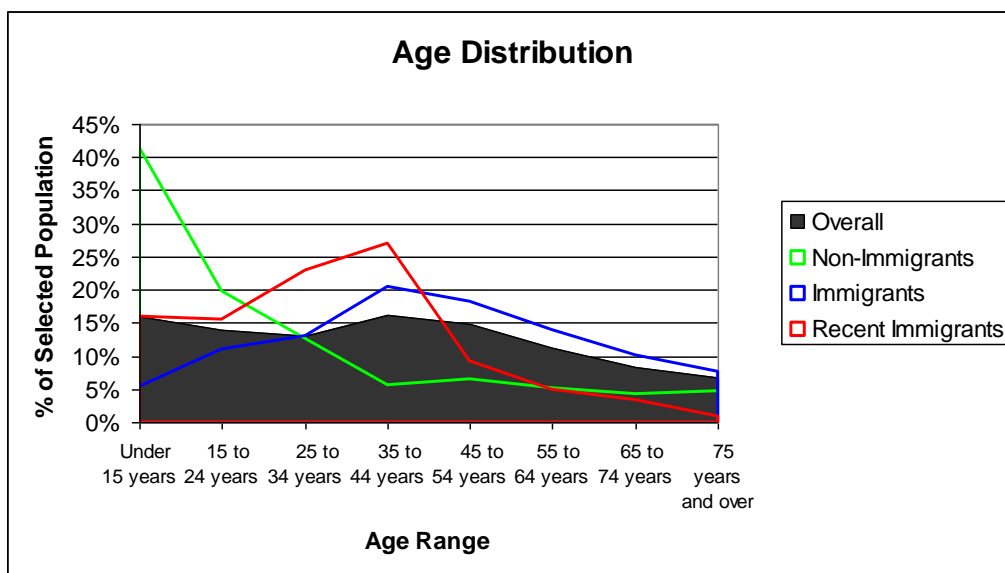


Figure 1, Age and Distribution in the LIP

Age distribution throughout NWS is fairly even with between 7% and 16% of the population in each age group as seen in the graph above. However, age distributions are not as even across different immigration populations in the NWS area. For example, recent immigrants are more likely to be between the ages of 35 and 44 at 27% of the population, whereas, non-immigrants are more likely to be younger, with children under 15 years old making up over 41% of all non-immigrant residents, and youth making up 20% of all non-immigrant residents (both well above the NWS average). In contrast, the children make up only 19% of CMA residents.

Age of immigration	CMA	NWS Recent Immigrants
Under 5 years	7.2%	4.9%
5 to 14 years	17.2%	14.8%
15 to 24 years	22.7%	14.6%
25 to 44 years	42.3%	49.6%
45 years and over	10.7%	16.1%

**Table 1, Age of Immigration CMA Compared to LIP Recent Immigrants**

Furthermore, there are very few NWS recent immigrants between 0-24 years old, relative to the CMA average. This indicates that many of the recent immigrants in the NWS area are coming to Canada as young adults without any children (Table 1). However, the high proportion of non-immigrant children combined with the low rate of child immigration, and the low number of non-immigrant adults suggests that many of the non-immigrant children in the area are being born in immigrant households, and that recent immigrants are having a significant number of children in their first 5 years of arrival. These non-immigrant child and youth populations living in the homes of immigrants, signals a larger impact of the area's immigrant population, which will place greater demands on the settlement system as many non-immigrants in the NWS area are 2<sup>nd</sup> generation Canadians likely experiencing many of the same challenges and issues of young immigrant families.

Over half (56.1%) of the population is legally married, and 30.3% of the population is single. Recent immigrants are more likely to be married at 71.5% of the population. There is a slightly higher rate of lone-parent families in NWS area at 18.2% of NWS compared to 16.9% of the CMA. Data on lone-parent families by immigration was not available but the high rate of marriage among immigrants suggests that the many of the lone-parent families are headed by Canadian-born parents.

## IMMIGRATION AND ETHNICITY

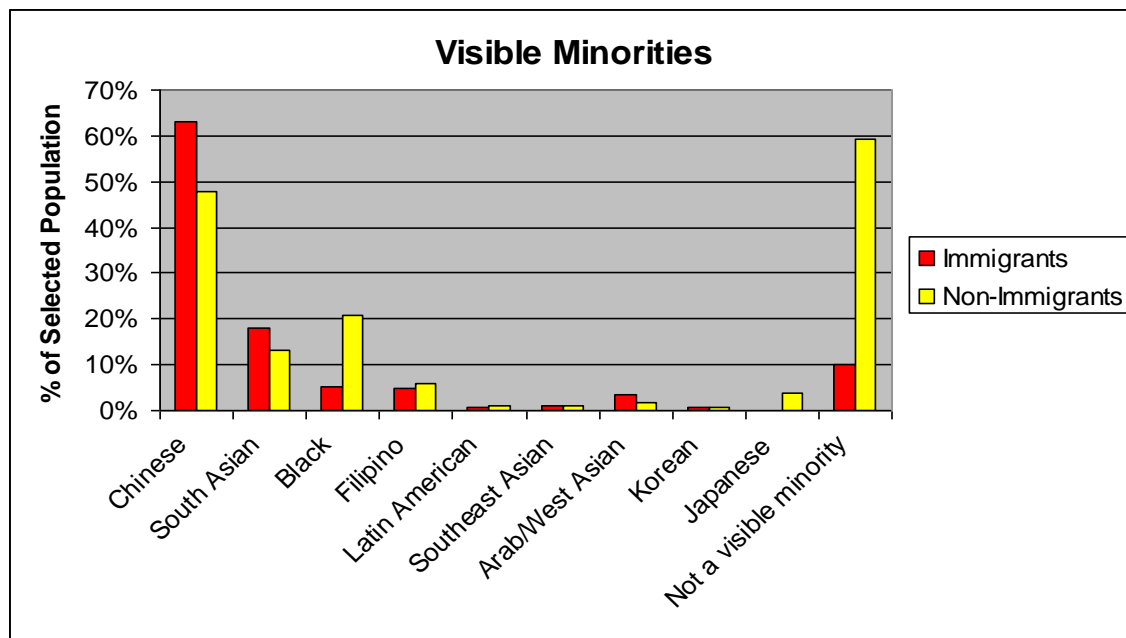
The NWS area is largely made up of visible minorities, which account for 80.2% of the total population. This is high compared to the CMA where only 42.9% of residents are visible minorities. Immigrants are more than twice as likely to be visible minorities (89.8%) than non-immigrants (40.6%). Nearly all (97%) of the immigrants that came to Canada in the last 15 years (1991-2006) are visible minorities. However, immigrants who arrived in Canada before 1991 had a significantly lower proportion of visible minorities.

	Total NWS Population	Non-Immigrants	Immigrants	2006-2001	2001-1996	1996-1991	Before 1991
<b>Visible Minority</b>	80.2%	40.6%	89.8%	97.9%	97.4%	96.1%	79.7%
<b>Non-VM</b>	19.8%	59.4%	10.2%	2.1%	2.6%	3.9%	20.3%

**Table 2, Visible Minorities and Period of Immigration**

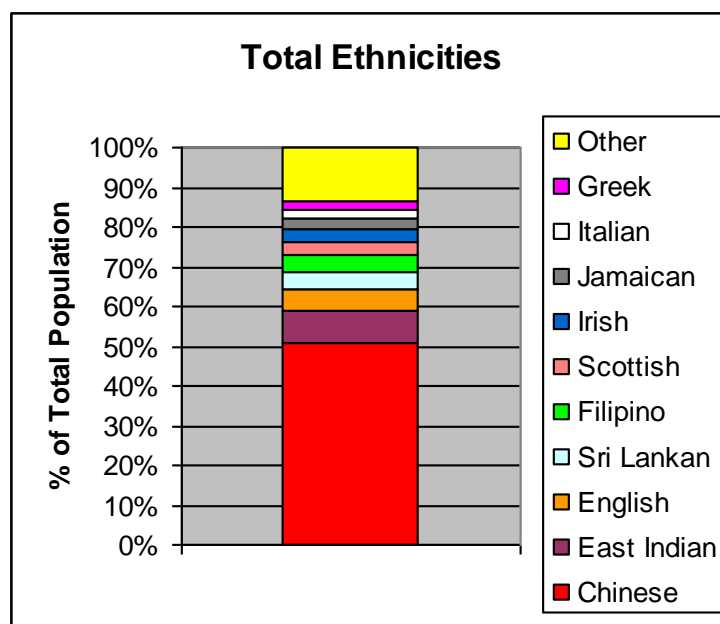
Of the visible minorities in NWS, the largest visible minority group is Chinese (49.2%), with sizeable South Asian (15.0%), and Black (5.9%) populations.

The number of Chinese residents in Northwest Scarborough has a significant influence on the entire neighbourhood. Over 60% of immigrants and nearly 50% of non-immigrants living in the NWS area are Chinese. South Asians in NWS are slightly more likely to be immigrants than non-immigrants. The Black population in NWS, however, has a higher population of non-immigrants (20% of all non-immigrants) with close to 4 times the population of immigrants.



**Figure 2, Visible Minorities and Proportion of Immigrants to Non-Immigrants**

Figure 2 demonstrates the large proportion of Chinese ethnicities living in Northwest Scarborough as well as the diversity of the other ethnicities present in the NWS area. This diversity includes large portions of East Indian and Sri Lankan people at 8.1% and 4.6% respectively (accounting for a significant proportion of the South Asian visible minority community). There is also a sizeable Filipino population at 4.2% of all residents in the area. Jamaican (2.8%) and other Caribbean and African countries make up a significant portion of the ethnicities of the black visible minority group.



**Figure 3, Ethnicities in the LIP**

Ethnicities in NWS are also changing. While Chinese ethnicities are the largest ethnic group, they are continuing to grow:

Visible Minority Top 3	Visible Minority Top 3, Recent Immigrants
1. Chinese 49.19%	1. Chinese 67.3%
2. South Asian 14.96%	2. South Asian 17.7%
3. Black 5.93%	3. Black 2.1%

**Table 3, Top 3 Visible Minorities in the LIP**

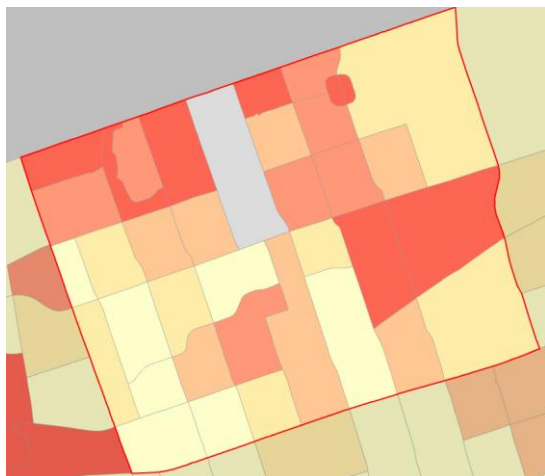
Table 3 highlights an important shift in the Northwest Scarborough population: the area is becoming more homogenous as the Chinese population steadily grows and most other ethnicities are on the decline, based on immigration data into the area.

As a whole, immigrants make up a sizeable portion of the area at 69.5% of the population compared to the CMA of 45.7%. Recent immigrants account for 22.8%, nearly triple the proportion of recent immigrants in the CMA of 8.8%. This indicates a diverse and quickly growing immigrant community in Northwest Scarborough. However, much of the immigration in the area has followed the pattern set after 1991. Table 4 below shows that only 47% of the immigrants that came to Canada before 1991 came from China, while between 61% and 69% of recent immigrants came from China in all periods after 1991. Conversely, very few immigrants in the last 15 years are black with the most sizeable black immigrant population coming to Canada before 1991. The South Asian immigration, which rose sharply after 1991, peaked between 1996 and 2001 at 23% of all immigrants from that time period, and has since dropped to 17%, the lowest proportion since 1991. This may suggest an increasingly large enclave of Chinese residents and a potential future decline in the South Asian presence in the community. Further assessment would be useful to identify the long term impact of this early trend.

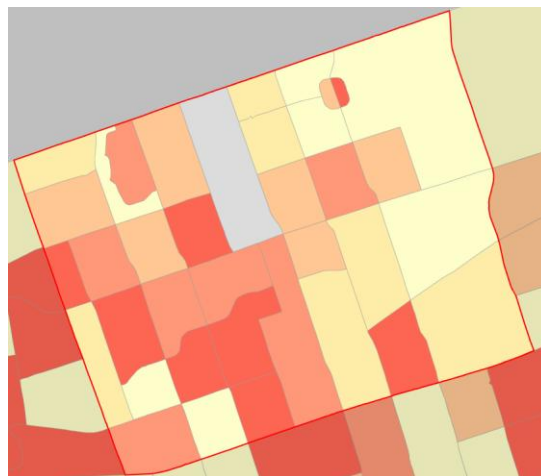
	2001-2006	1996-2001	1991-1996	before 1991
<b>Chinese</b>	69%	61%	61%	47%
<b>South Asian</b>	17%	23%	19%	12%
<b>Black</b>	2%	2%	3%	8%
<b>Filipino</b>	4%	3%	5%	4%
<b>Arab</b>	4%	5%	3%	2%

**Table 4, Visible Minority by Period of Immigration**

Immigrants that came to Canada in different periods are also living in different parts of Northwest Scarborough. Maps 6 and 7 depict concentrations of recent immigrants in relation to the overall immigrant population (the darker areas indicates higher concentrations). Recent immigrants are more likely to move into the southwest corner of the area, while Alton Towers remains an area of high recent immigration.



**Map 6, All Immigrants**

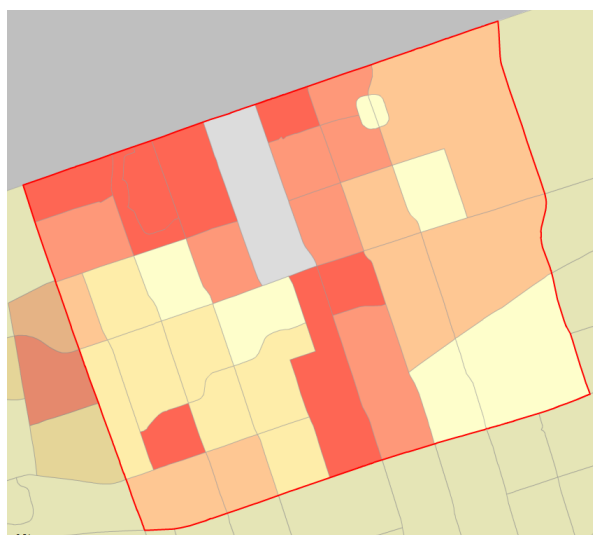


**Map 7, Recent Immigrants**

The NWS area is even more profoundly influenced by immigrants than immigration data suggests, as many of the non-immigrants in NWS are second generation children or youth living in the homes of immigrants.

### CHINESE POPULATION

The Chinese population in NWS is the most consistent ethnic group in the last 15 years and possibly longer. It is not evident from existing data whether or not the older Chinese population in Northwest Scarborough immigrated to the area over 15 years ago, or whether they immigrated to Canada and lived in other parts of Toronto for a number of years prior to moving to the area. If the latter, then the area is changing more rapidly than anticipated. The Chinese ethnicity makes up half of the NWS population and two thirds of the recent immigrant population. The Chinese population in NWS is growing at an increased rate. This continued growth of the Chinese population, and established nature of the community indicates that there are some well formed social network that exist and will be explored further as it relates to issues of language, employment, and income. Moreover, the Chinese population in NWS faces the greatest language barriers with 23.9% of all Chinese populations with no knowledge of English. The rate of no knowledge of English for the Chinese population is very high compared to the CMA average of 4.2% and the NWS average of 13%.



**Map 8, Recent Immigrants from East Asia**



## LANGUAGE

English is becoming less common of a language in Northwest Scarborough. Already a significant proportion of the NWS area residents speak a language other than English most often at home (55.7%) compared to the CMA at 27.9%. These numbers are even more stark for recent immigrants in the NWS area where 9 in 10 (90.3%) speak a language other than English most often at home. Language spoken most often at home is an indication of residents' comfort levels with particular languages and these significant numbers indicate significant language barriers in Northwest Scarborough.

Other than English, the top 3 languages spoken at home are Cantonese 17.55%, Mandarin 6.19% and Tamil 5.04%. Again, differences in languages spoken between the overall population and recent immigrants indicate that the NWS population is developing greater concentrations of Chinese language speakers in the area. Of NWS recent immigrants, the languages spoken at home are Cantonese 10.4%, Chinese not specified 30.3%, Mandarin 20.7% and Tamil 5.9%.

NWS Overall	NWS Recent Immigrants
Cantonese 17.6%	Chinese 30.3%
Chinese 17.3%	Mandarin 20.7%
Mandarin 6.2%	Cantonese 10.4%
Tamil 5.0%	Tamil 5.9%

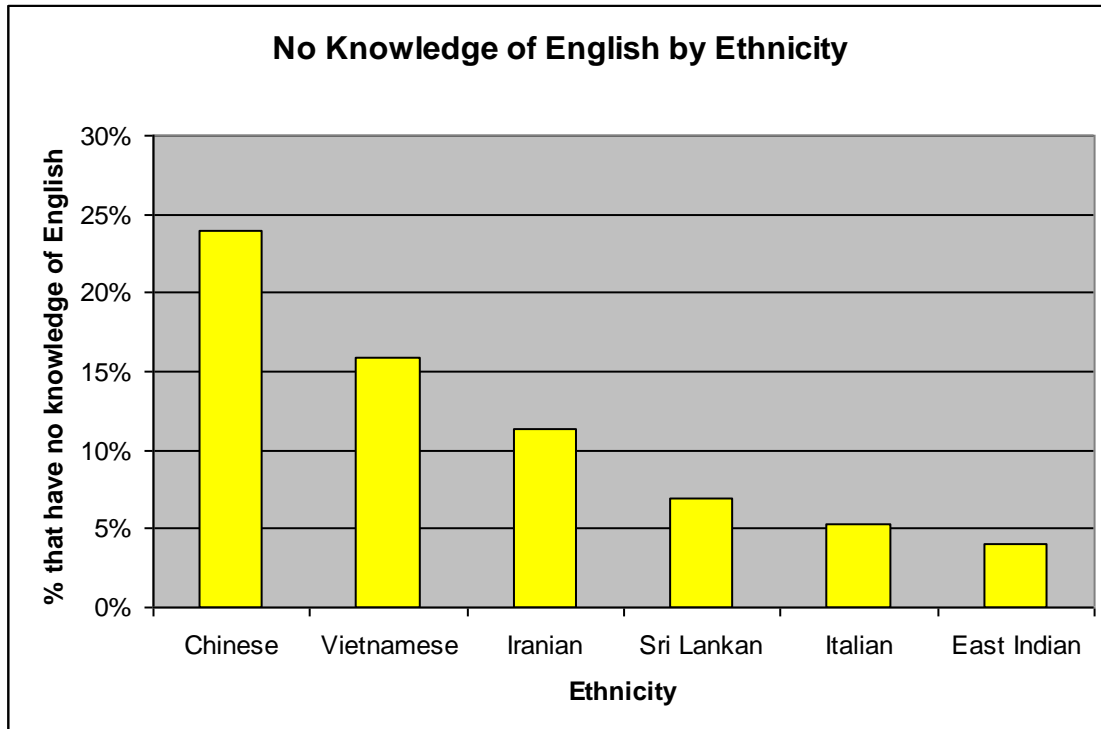
**Table 5, Languages spoken at home**

Within the Chinese language speaking populations, other changes are emerging. More Mandarin speakers are immigrating to NWS as the numbers of Cantonese speakers immigrating to NWS is dropping. Of all immigrants, Mandarin makes up 6.2% of languages spoken most often at home. Mandarin makes up 20.7% of recent immigrants' language spoken. Languages spoken by Chinese immigrants are on the rise as a whole with 41.1% of immigrants and 61.4% of recent immigrants speaking a Chinese language most often.

Tamil speakers are on a slight rise where they account for 5.0% of all immigrants and 5.9% of recent immigrants. Urdu and Tagalog make up some increased proportions of languages spoken most often by recent immigrants at 2.2% and 2.0% respectively. This is an increase from 1.0% and 1.3% of total NWS languages.

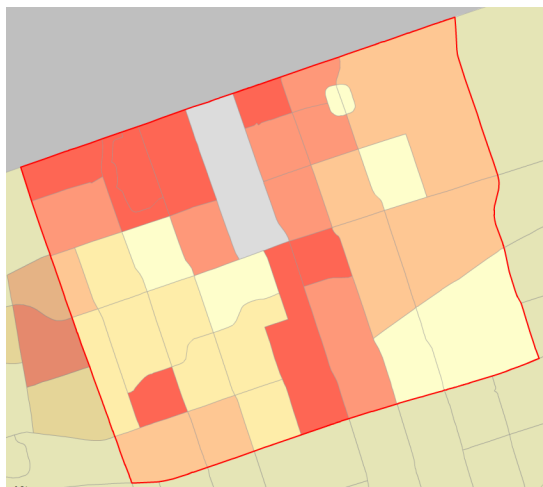
Of all NWS residents, 13.7% do not speak or write English. This is more than triple the CMA average of 4.2%. This indicates significant language barriers in NWS. Recent immigrants are even less likely to be able to speak English at 21.6% of the population. This number is likely driven by the large Chinese immigrant population that are also less likely to be able to speak English (23.9% of all Chinese residents do not speak English).

The Chinese population faces the biggest language barriers while South Asians are more likely to speak English, with only 4.0% of the East Indian population and 6.9% of the Sri Lankan population with no knowledge of English. This is of particular concern for the Chinese community and the entire Northwest Scarborough because the Chinese population makes up just over half of the population in NWS.

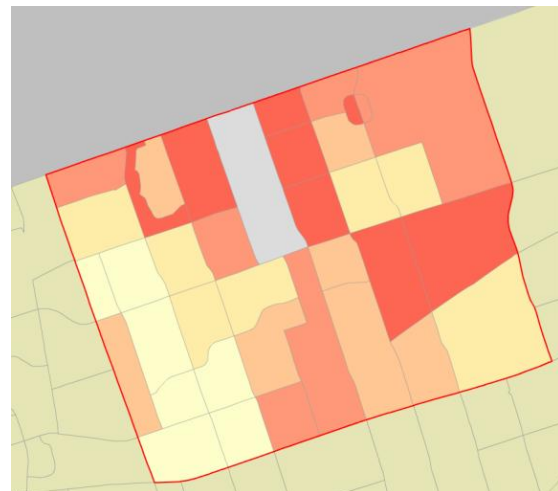


**Figure 4, No knowledge of English by ethnicity**

Just under a quarter of the Chinese population has knowledge of English, while the Vietnamese and Iranian populations having just over 15% and 11% respectively. While these numbers are significant, the Vietnamese and Iranian populations are small and make up 1% and 2% of the NWS population respectively.



**Map 9, Recent Immigrants from East Asia**



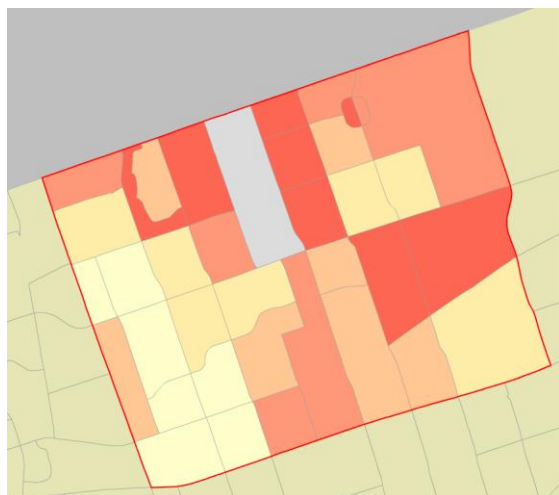
**Map 10, No Knowledge of English**

Language barriers are less present for non-immigrants. Only 20.5% of non-immigrants speak a language other than English as their first language compared to overall 55.7% in NWS. However, the fact that 1 in 5 non-immigrants speak a language other than English most often at home is further indication of some of the challenges facing 2<sup>nd</sup> generation Canadians likely living with immigrant families.

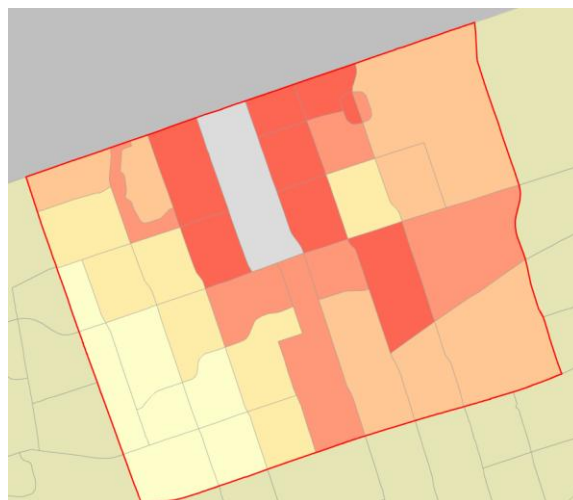
The high proportions of recent immigrants that do not speak English indicate potential employment barriers because of low language skills. However, there are potentially many language opportunities for Chinese recent immigrants given the size of the Chinese community in the area and a language-specific economy in the area.

### **JOBS AND EDUCATION**

Data on languages spoken at work reinforces the idea of a growing language-specific enclave in NWS. The high proportion of Chinese speaking residents has had a significant impact on the economy in the area which could be reducing language barriers to employment for the Chinese community. Nearly 1 in 7 (14.2%) of working residents speak a language other than English at work, and nearly all (94%) languages spoken at work are either Cantonese (34%), Mandarin (11%), or not specified Chinese (49%). This means that 1 in 7 residents are able to work in a Chinese-speaking economy, without knowledge of English. Because the Chinese population makes up about ½ of the NWS population and nearly 100% of other languages spoken most often at work, Chinese populations would be nearly twice as likely to speak a language other than English at work (approximately 28% of Chinese residents in the NWS area). Recent immigrants are even more likely to find work that does not require English at 28.5% of the recent immigrant population. While a significant language-specific economy in the area may be helping reduce language barriers to employment, those barriers will still exist, and the lack of English will likely narrow the range of employment opportunities and limit access to other benefits.

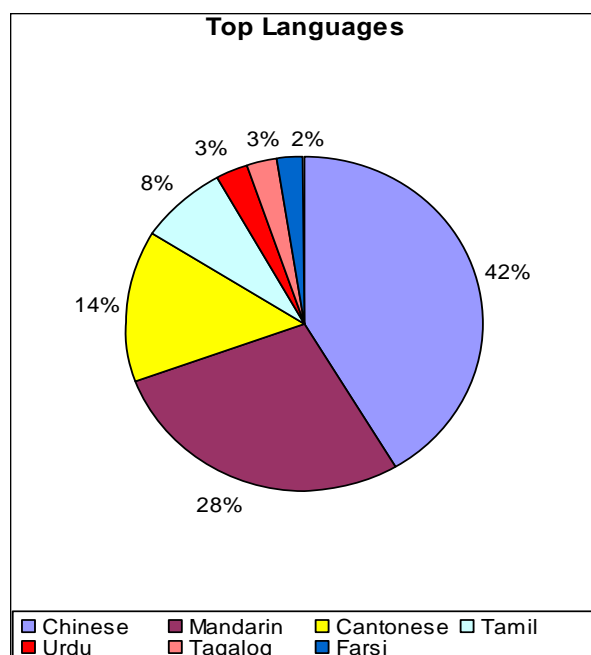


**Map 11, No Knowledge of English  
English used at work**

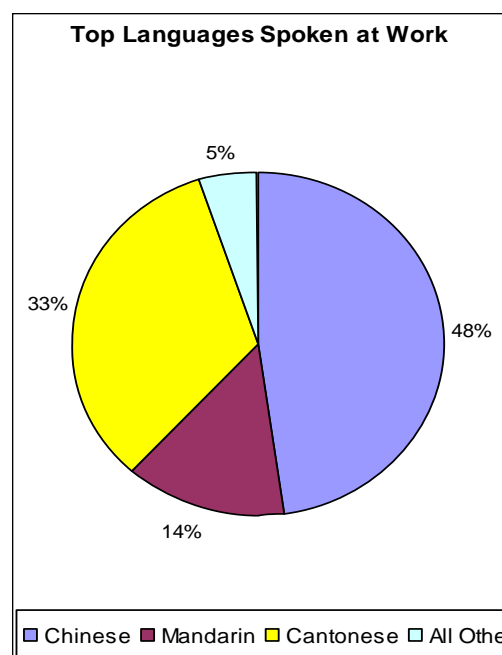


**Map 12, Languages other than  
English used at work**

Furthermore, while language-specific economies can help address unemployment issues for some Chinese populations, they can be slower to respond to changing language needs in the community. According to the 2006 Census data, Cantonese was used more than 3 times as often in the workplace than Mandarin, however, language trends for recent immigrants indicates that more Mandarin speakers are moving into the area at twice the rate of Cantonese speakers. This is a sign of potential increased employment issues for Mandarin speakers beyond 2006. Residents who speak a language other than Chinese, likely do not have access to as significant of a language-specific job market.



**Figure 5, Top Languages in LIP Work**



**Figure 6, Top Languages Spoken at Work**

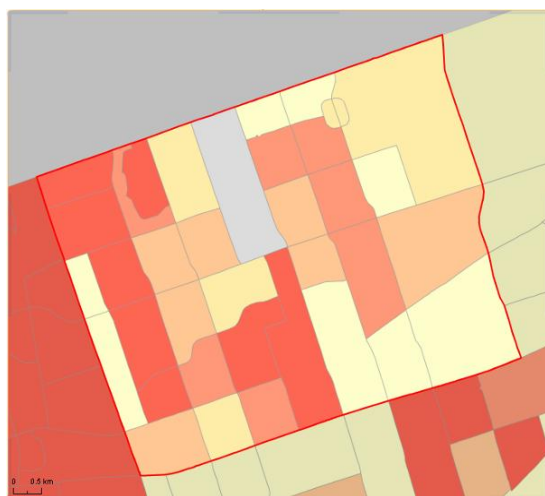
While the language-specific economy is supporting some language speakers, it is not clear that the type of work in this economy is career focused, stable, or well paying. Data on the types of occupations that people in the NWS area hold indicates that many people are working in the occupations that pay the lowest wages. The occupations in NWS which are over represented are occupations in the processing, manufacturing and utilities (12.6% compared to a CMA average of 7.1%) and sales and service occupations (24.3% compared to a CMA average of 19.4%). Sales and manufacturing occupations are the two lowest paying occupations according to Statistics Canada. Underrepresented occupations in NWS include management occupations (5.7% compared to a CMA average of 9%) which are the highest paying occupations according to Statistics Canada and occupations in social science, education, government and religion (8% compared to the CMA at 11.9%). Recent immigrants follow the same trend but to a larger extent, even when compared to recent immigrants living in the entire CMA. Table 6 below shows that recent immigrants are more likely than the average recent immigrant in the CMA to work in sales and services and more than three times as likely to be working in processing and manufacturing occupations.

Occupations	CMA Recent Immigrants	NWS Recent Immigrants
Sales and Services	22.2%	26.5%
Processing and manufacturing	7.1%	22.9%
Business	21.4%	14.9%
Natural applied sciences	8.1%	11.9%
Trades Transport and equipment	11.9%	9.5%
Management	11.6%	5.3%
Health	4.5%	3.9%
Social Sciences, education, social services	8.4%	3.8%
Art Culture and Rec	3.9%	1.1%
Primary industry	1.0%	0.2%

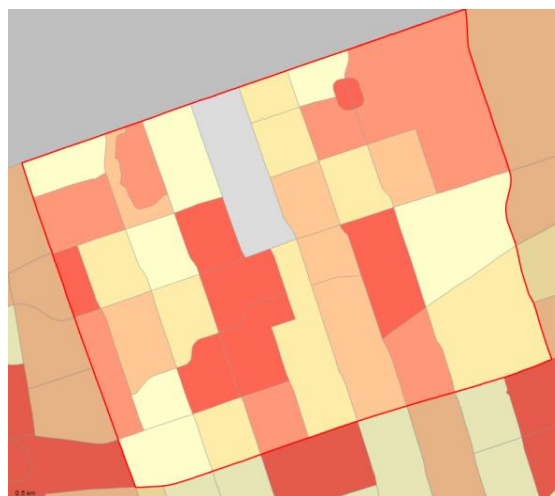
**Table 6, Education of immigrants and recent immigrants**

The high proportion of Northwest Scarborough residents working in low wage occupations is an indication of people working survival jobs and potentially doing so within the language specific economy.

Typically, education is a step to attaining ones desired career path. However, the significant proportion of people and recent immigrants working survival jobs is contrasted by the general high levels of education in NWS. Recent immigrants are some of the best educated people in Northwest Scarborough – potentially because of government requirements of qualifications and education – but are also the most likely to be working low-wage jobs. Only 21.0% have not completed high school and 37.9% have completed a university degree.



**Map 13, With University Degree**



**Map 14, Unemployment**

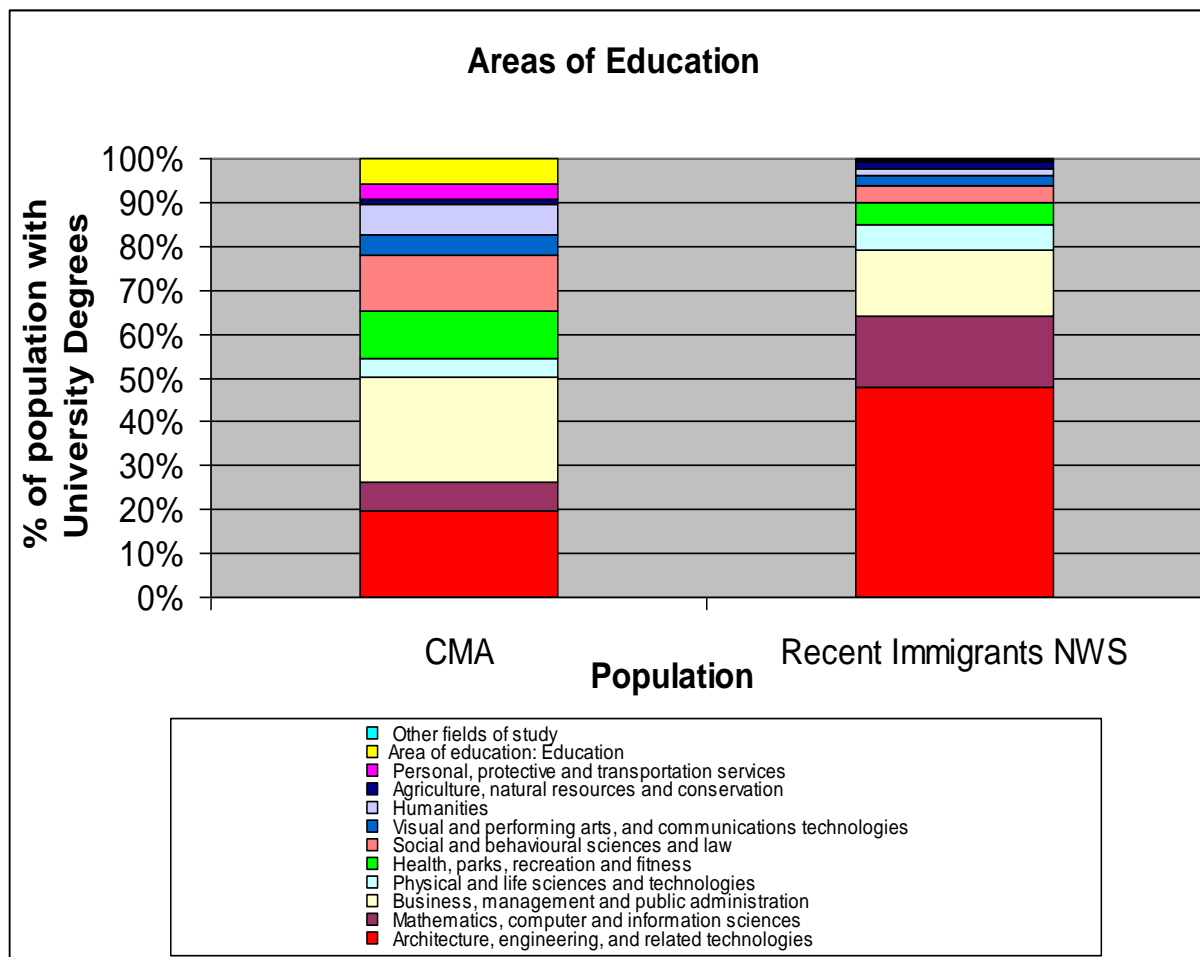
Geographically, according to Maps 13 and 14, there is little connection between employment and education. Interestingly, non-immigrants are the most likely to have completed high school though they are the least likely to have a university degree. The lowest education levels are found among those immigrants that came to Canada between 1991 and 1996. This is a possible explanation for a small spike in unemployment seen for those immigrants that came to Canada in the same time period (see Unemployment and Underemployment section for more details).

Population	No High School	With University degree
<b>Total</b>	22.7%	24.9%
<b>Non-immigrant</b>	20.3%	22.8%
<b>Immigrants</b>	23.4%	25.6%
<b>before 1991</b>	23.7%	20.5%
<b>1991-1996</b>	25.4%	19.7%
<b>1996-2001</b>	23.2%	30.3%
<b>2001-2006</b>	21.0%	37.9%

**Table 7, Education and Period of Immigration**

In the case of recent immigrants, working survival jobs is an indication of underemployment, especially when considering the kinds of education received by recent immigrants and the types of occupations obtained. Figure 7 compares the areas of education studied at university for recent immigrants in the NWS area compared to the CMA overall.



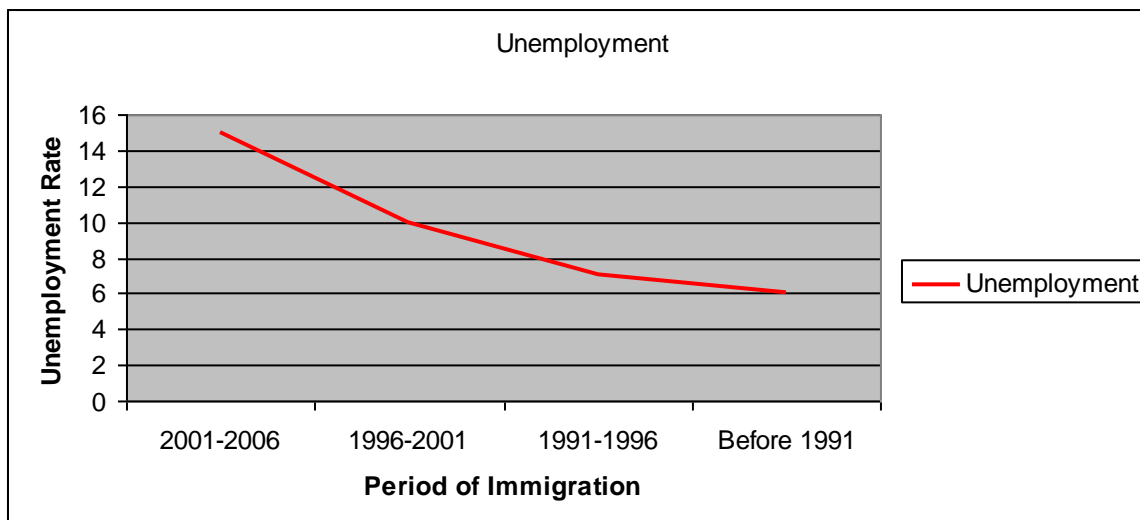


**Figure 7, Area of Education and Recent Immigrants in NWS and the CMA**

While nearly 4 in 5 (78.8%) recent immigrants have degrees in engineering, math, computers and business related education, and over ½ (58.9%) work in Sales and Services, manufacturing, and trades occupations. Almost all recent immigrants (91.0%) received their degrees outside of Canada indicating potential issues with the recognition of foreign credentials to obtaining employment in the immigrant's career path. This, combined with the high proportions of immigrants working in lower paying occupations, is a further sign of underemployment.

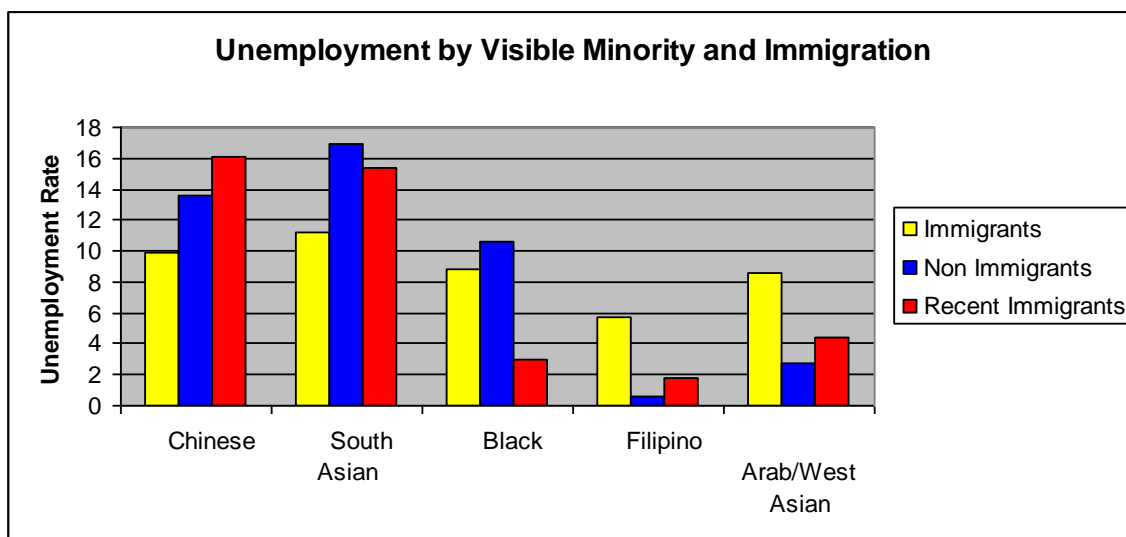
### UNEMPLOYMENT AND UNDEREMPLOYMENT

The overall unemployment rate for NWS is 5.7% which is lower than the unemployment for the CMA at 6.7%. However, the unemployment rate for recent immigrants in NWS is 14.8% and higher than for recent immigrants in the CMA 12.0%. Unemployment rates tend to improve for some populations the longer that they have been in Canada.



**Figure 8, Unemployment Rate and Period of Immigration**

The unemployment rate in NWS for immigrant visible minorities is also significantly higher than the NWS average at 9.7%. These unemployment rates are high and likely presenting residents with challenges associated with income and supporting families in Northwest Scarborough. Employment situations have likely worsened under the current economic recession as processing and manufacturing (the second most common occupation of recent immigrants) has been one of the hardest hit occupations.

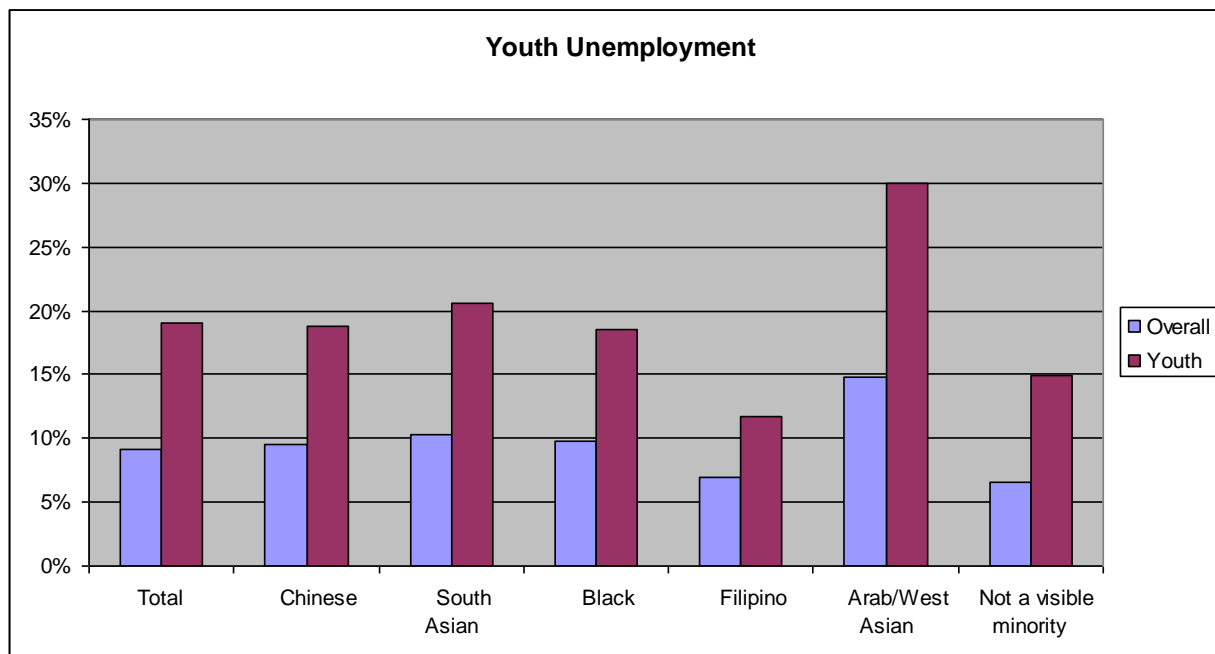


**Figure 9, Unemployment by Visible Minority and Immigration**

Figure 9 demonstrates some expected and unexpected trends in employment across visible minority populations and periods of immigration. Not surprisingly, unemployment rates are highest for recent immigrants. Interestingly, non-immigrants in some visible minority groups have higher unemployment rates than the average immigrants living in Northwest Scarborough.

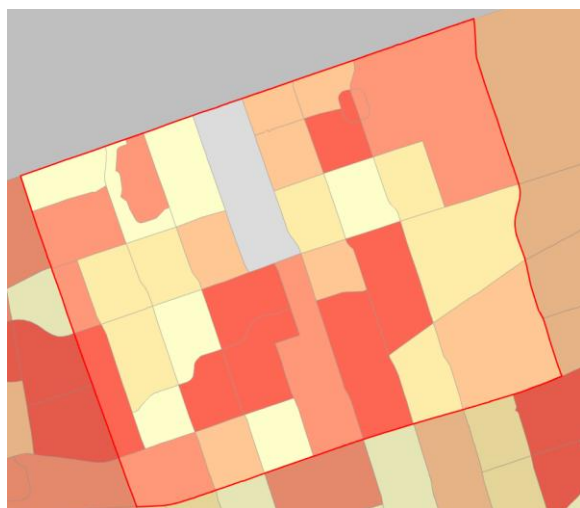
For the Chinese population, the unemployment rate for non-immigrants is 13.6% compared to 9.9% for immigrants. The unemployment rate among South Asian and Black non-immigrants is higher than it is for immigrants, including recent immigrants. For Black non-immigrants the rate of unemployment is close to triple the unemployment rate of Black recent immigrants. It is interesting to note that for the top three

categories of visible minorities in NWS, the non-immigrant population is facing unemployment rates higher than immigrants, and in some cases higher than recent immigrants. This trend in employment rates may relate to the educational requirements for immigrants, which ensure that education levels for immigrants are high, relative to Canadian-born residents. High unemployment for non-immigrants may also be connected to the high proportion of non-immigrant youth. Youth overall in NWS have the highest unemployment rate at 12.0%, and youth who are visible minorities have higher unemployment rates at 19%. Since non-immigrants have the highest proportion of youth in their population, unemployment rates would be higher.

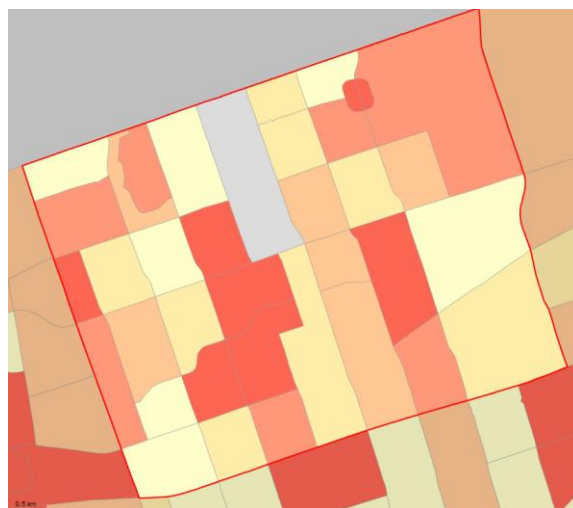


**Figure 8, Youth Unemployment**

Geographically, youth also seem to be strongly correlated to overall unemployment in Northwest Scarborough. Many of the areas with high youth unemployment also have high overall unemployment (Maps 15 and 16).



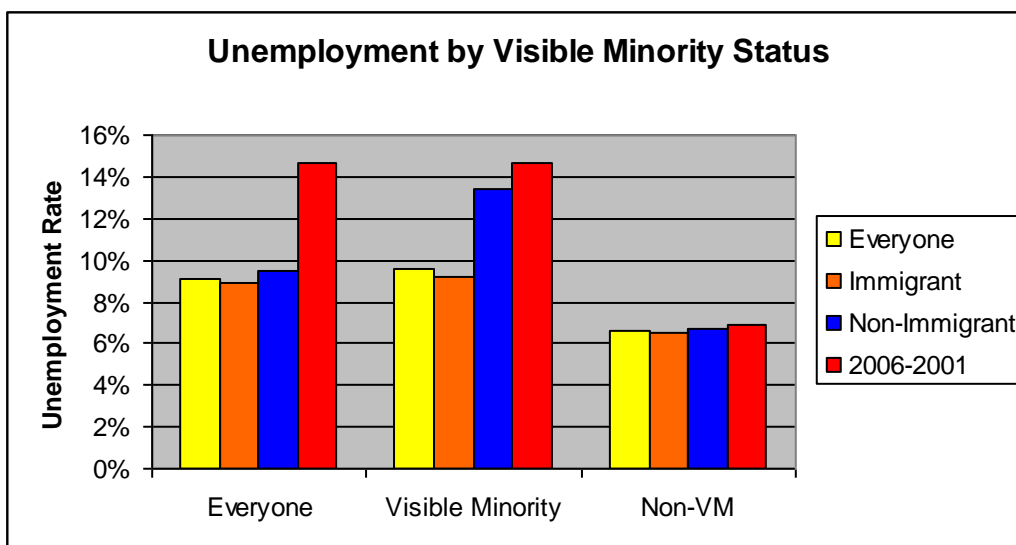
**Map 15, Youth Unemployment**



**Map 16, Overall Unemployment**

These trends in unemployment rates may also be caused by a racialized labour market which prevents some visible minorities from finding work, and, as recent research indicates, diminishes the advantages

normally associated with having settled in Canada over a longer period. This is corroborated to some extent by the fact that non-immigrant, non-visible minorities have some of the lowest unemployment rates at just over 6%. Regardless of period of immigration, non-visible minorities have lower unemployment rates than visible minorities in Northwest Scarborough (Figure 11).



**Figure 9, Unemployment by Visible Minority Status**

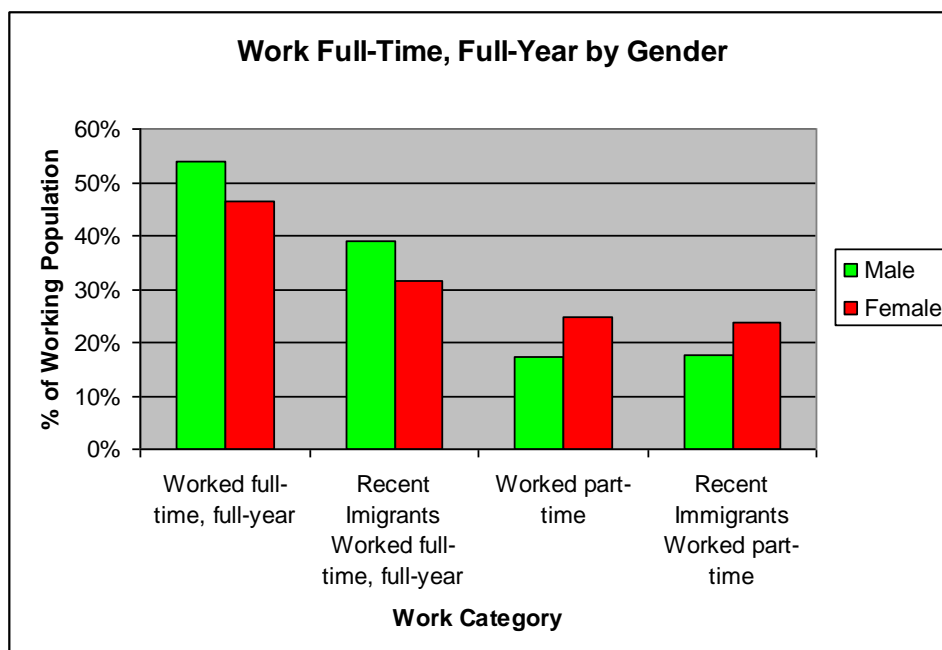
The influence of visible minority status on employment (described above) is particularly concerning for the large non-immigrant children population (41% of all non-immigrants). Many non-immigrant children (86.9%) are visible minorities. These second generation Canadians could face many of the challenges of a racialized labour market.

Besides serious challenges of unemployment in the NWS area, immigrants are facing issues of underemployment as addressed briefly in the previous section. Lack of access to full-time for a full-year jobs is another indicator of underemployment. Full-time, full-year jobs represent the career oriented work that is potentially more long term and more stable than other kinds of employment. In NWS, only half of the residents in NWS worked full-time for the full-year. Of those who worked full-time full-year, more had a university degree (55.8%) than no high school diploma 42.6%. Only 47.9% of non-immigrants worked full-time, full-year while immigrants have a slightly higher rate of working full-time, full-year 51.6%. Recent immigrants had the lowest rate for people working full-time, full-year at 35.3%. Recent immigrants also have the lowest rate of working full-time, full-year with a university degree at 41.0%. Immigrants who arrived before 1991 have the highest rates for working full-time, full-year in both the no high school diploma and University degree categories. University helps full-time, full-year work but not compared to the rest of the population for recent immigrants. Not having high school particularly has a negative effect on recent immigrants and not on those that have immigrated before 1991.

	All Education Levels Worked full-time, full-year	No High School Worked full-time, full-year	With University Worked full-time, full-year
<b>Total</b>	50.6%	42.6%	55.8%
<b>Non-immigrant</b>	47.9%	36.1%	55.1%
<b>Immigrants</b>	51.6%	44.7%	56.0%
<b>before 1991</b>	61.2%	58.8%	65.0%
<b>1991-1996</b>	50.7%	41.5%	60.0%
<b>1996-2001</b>	48.8%	43.0%	60.0%
<b>2001-2006</b>	35.3%	24.5%	41.0%

**Table 8, Worked Full-Time, Full-Year by Period of Immigration**

Gender has an impact on finding full-time, full-year work. More males have full-time, full-year work 53.8% than females 46.4%. Overall, males are working full-time, full-year, and women are more likely to be working part-time. These findings indicate a potentially gendered labour market as well. The lower proportion of recent immigrants working full-year, full-time is an indication of underemployment.



**Figure 10, Worked Full-Time, Full-Year by Gender**

In NWS, residents are less likely to be earning employment income than the CMA average. For recent immigrants in the NWS area the picture is closer. Recent immigrants are less likely than the average CMA resident to have employment income between the ages of 25-44 years old. While in the categories of 45-74 years old, recent immigrants in NWS are more likely to have employment income than the CMA average. 15-24 year old immigrants and recent immigrants in NWS are significantly less likely to have employment income. The gap is even more significant for recent immigrants between the ages of 15-24.



Total NWS with Employment Income	NWS	NWS Recent Immigrants	CMA Recent Immigrants
<b>Total - Age groups</b>	66.7%	74.8%	76.1%
<b>15 to 24 years</b>	75.9%	67.4%	76.6%
<b>25 to 34 years</b>	82.7%	80.6%	81.3%
<b>35 to 44 years</b>	83.3%	80.6%	81.6%
<b>45 to 54 years</b>	84.2%	79.4%	77.8%
<b>55 to 64 years</b>	69.2%	61.3%	58.2%
<b>65 to 74 years</b>	19.1%	30.9%	26.2%
<b>75 years and over</b>	4.8%	5.5%	17.5%

**Table 9, Employment Income and Immigrants**

Another indication of underemployment is evident in the amount of income earned by those who are working. The median employment income for recent immigrants is across the board lower than the CMA. The fact that NWS recent immigrants between 45-74 years old are more likely to be earning employment income but are earning less employment income than the CMA average indicates that recent immigrants are more likely to be working in survival jobs.

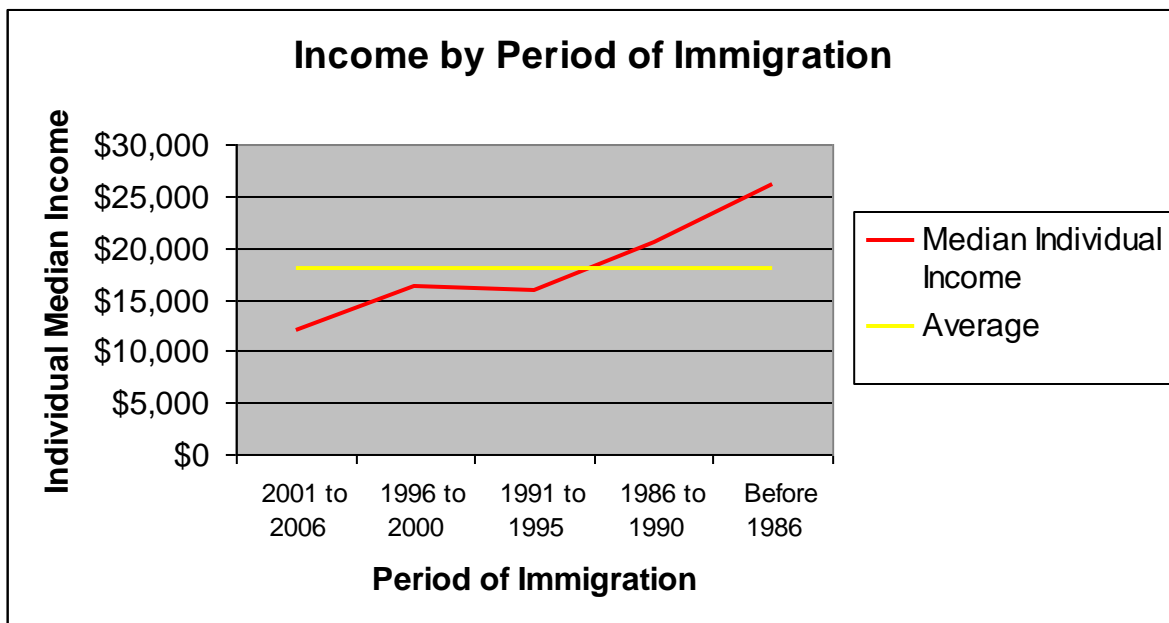
Median 2005 individual employment income	NWS Recent Immigrants	CMA Recent Immigrants	Difference
<b>Total - Age groups</b>	\$13,527	\$16,138	-\$2,611
<b>15 to 24 years</b>	\$5,213	\$6,391	-\$1,178
<b>25 to 34 years</b>	\$14,173	\$18,672	-\$4,499
<b>35 to 44 years</b>	\$18,233	\$20,702	-\$2,469
<b>45 to 54 years</b>	\$14,928	\$18,276	-\$3,348
<b>55 to 64 years</b>	\$5,653	\$12,385	-\$6,732
<b>65 to 74 years</b>	\$375	\$8,248	-\$7,873
<b>75 years and over</b>	\$0	\$7,798	-\$7,798

**Table 10, Employment Income Difference and Immigrants**

Seniors in NWS are earning much less (\$2600) than the CMA. Recent immigrant seniors are, on average, earning \$6248 less than seniors in the CMA. The significantly lower incomes of seniors and especially for recent immigrant seniors in NWS (Table 10) could indicate that seniors in NWS have to be more reliant on their family than most seniors and could face issues of economic independence.

## INCOME AND POVERTY

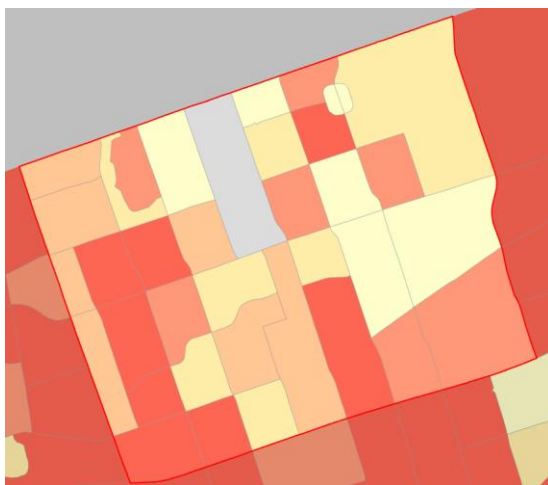
Recent immigrants have significantly lower individual median incomes with an average median income of \$11,918 across census tracts. Incomes are slightly higher in the NWS area at \$18,544, but still low compared to the CMA average of \$22,275. The earlier the period of immigration, the more likely they are to have higher incomes as demonstrated by Figure 13 below. However, it is only after 15 years that immigrants obtain median incomes higher than the average.



**Figure 11, Income by Period of Immigration**

Women in Northwest Scarborough have lower incomes at \$16,755 compared to the average of \$18,544, and incomes for recent immigrant women are the lowest at \$10,892. This is not surprising considering the numbers of working full-year, full-time, that indicate that women are more likely to be underemployed than men. In Map 16 below, darker areas represent higher incomes and lighter areas represent lower incomes.

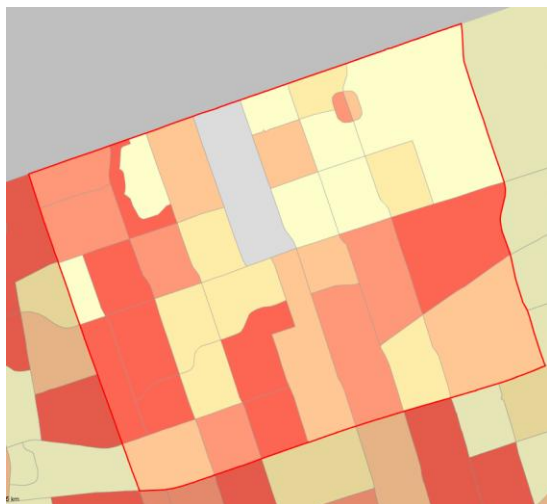
Nearly half (48.4%) of recent immigrants are living below the Low Income Cut-Off (LICO) – a Statistics Canada standard for measuring the minimum economic requirements for a family to sufficiently meet essential needs. This is nearly double the proportion of the average Northwest Scarborough residents at 26.9% and significantly higher than the CMA average of 18.4%.



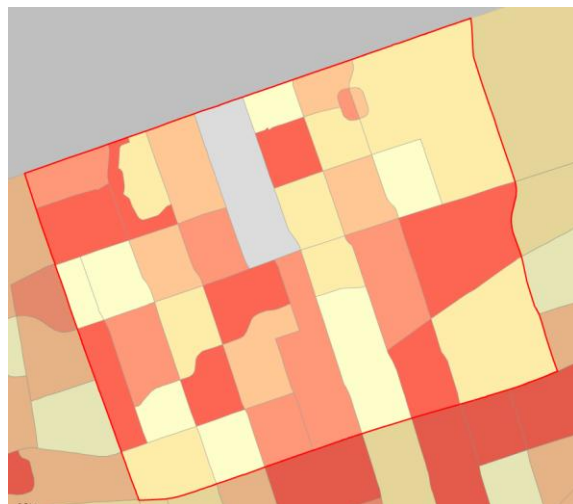
**Map 17, Median Individual Income**

A further 1 in 3 (32.4%) recent immigrants are earning less than \$10,000 a year. This is low when compared to the average for Northwest Scarborough residents (28.2%), and CMA residents (22.1%). Senior populations in Northwest Scarborough account for a large proportion of those living with incomes

below \$10,000. Maps 18 and 19 highlight some geographic patterns for concentrations of seniors, and incomes under \$10,000.



**Map 18, Seniors**



**Map 19, Incomes under \$10,000**

The data and Maps 17 and 18 above indicate that there are significant poverty issues in Northwest Scarborough and that incomes vary greatly from community to community within the NWS area. Lone-parent families are potentially facing the greatest financial challenges though data was not available to verify. Based on available data 36.6% of lone-parent families are living below LICO. Considerable poverty in some areas of Northwest Scarborough is compounded by some potential shortages in affordable housing in the area. While 28.2% of Northwest Scarborough residents are living on incomes below LICO, only 27.4% of residents actually rent while the rest are home-owners or condo-owners. This means that at least 0.8% of residents in the area live with incomes below LICO and own their home. This is reflected in the proportion of residents spending more than 30% of their income on housing. Over 32.5% of Northwest Scarborough residents over-spend on housing compared to 27.1% of CMA residents. Affordability challenges in Northwest Scarborough may have driven some residents to live in multi-family households. Over 8.7% of residents live in multi-family households compared to the CMA average of 4.2% of residents<sup>1</sup>. These multi-family households raise potential issues of intergenerational conflict, economic independence and social isolation.

More people in Northwest Scarborough are living with families than living alone. Only 4.7% of NWS residents and 1.3% of recent immigrants live alone (compared to 8.2% of the CMA). Nearly 17% of seniors are living alone in the area, but only 0.1% of recent immigrant seniors live alone (compared to 22.6% of the CMA) indicating that nearly all seniors are living with their families. This highlights further issues economic independence amongst NWS resident families and seniors.

Despite some significant challenges with poverty, income, housing, employment, and language barriers, potential assets in the community can support residents in addressing the challenges that affect them the most.

<sup>1</sup> Housing data was not available by period of immigration.

## Chapter 4: Research Findings

### Community Research Methodology

#### Partnership Council Meetings

The North West Scarborough Local Immigration (NWS LIP) Partnership Council was established in December 2009 and commenced its activities in January 2010. The NWS LIP Council first established four sector working groups, then regrouped into three focus Teams in April 2010, then back to sector specific Clusters in December 2010. Working group meetings were held throughout 2010 to 2011. The Steering Committee was also established in April and met during the months of May, June, and September. The Partnership Council also held planning meetings in February, March, April, June, and November of 2010 and then again in January and March of 2011. As mentioned previously, three new working groups were established in the month of April 2010 as an outcome of the first Community Summit. These three new working groups replaced the previous four Clusters that met within the months of April, May, June and September 2010. Finally in the third last Partnership Council meeting in November, members regrouped into five sector-focused Clusters and conducted meetings in November and December 2010.

#### Community Engagement

Following the first planning session in February 2010 the Project Management Team (PMT) and Partnership Council members interviewed approximately 100 individuals that included newcomers, residents, refugees, service providers, private businesses and other stakeholders of northwest Scarborough area.

The LIP Council organized a Community Summit where newcomer residents of the northwest Scarborough area shared their vision of ideal settlement services, as well as their past experiences in receiving settlement services. The findings were later shared at the third planning session in April and Partnership Council developed a vision for the LIP and defined areas for action and innovation.

Following the April planning session, the Partnership Council worked in three teams focused on three major thematic areas. The PMT reviewed the findings and recommendations of each team at the Partnership Council meeting which was held in June.

Again the PMT conducted several focus group discussions with community based groups, such as various faith-based and resident groups. In addition to focus groups, the PMT conducted one-on-one discussions with all the partner agencies and collected data related to services, challenges, needs, existing partnerships and future directions. The PMT and Partnership Council have reviewed, analysed and reported their findings in key areas including language training, education, employment, health & wellness, childcare, housing, youth services and services for seniors.

This following section describes what services are available for newcomers, what works best, goals of newcomers, challenges faced by both newcomers and service providers and possible solutions.

#### Access to Information

Generally new immigrants to Canada receive a welcome package at the airport's Newcomer Information Desk upon arrival. Newcomers can also find most of the information relevant to their settlement needs in online by visiting Federal and Provincial government websites as well as websites of many independent settlement agencies. However, the majority of the respondents stated the following barriers in accessing current and relevant information:

- Newcomers who arrived late at night or early in the morning often did not get a printed information package

- Majority of newcomers residing in NWS are unable to use the information due to their poor English skills
- There is a limited opportunity for newcomers to receive any information tailored to their specific needs at the airport
- Not all newcomers can access online information (pending on their access to a computer with internet capabilities)
- Printed materials do not provide current and the most relevant information
- Persons entering as a refugee claimant do not get the customized information package upon arrival

However, newcomers who use these materials effectively can benefit by contacting newcomer centres in Scarborough or using the provided online resources to obtain current and relevant information. According to LIP community consultation, usually most newcomer immigrants to Scarborough visit YMCA's Newcomer Information Centre (YMCA NIC) for their LINC benchmark assessment. In addition, the YMCA NIC helps newcomer's research services available in their neighbourhood. New immigrants who visited the YMCA NIC often stated that they received useful information. Others also said that they could not get in-depth information about some services such as employment and housing, and had to visit another agency to learn more about those services.

In addition, the following is a list of some of the other agencies that have newcomer resource centres located at different offices: Agincourt Community Services Association, Catholic Cross-Cultural Services, Mennonite New Life Centre of Toronto, Centre for Information and Community Services and various Toronto Public Libraries. However, the quality of the services provided at each settlement resource centre varies depending on the capacity of the organization, the knowledge level and strength of the staffs' professional network.

Newcomers, residents, community groups and newcomer service providers wish to have the following to enhance access to current and relevant information:

- Newcomer information available in many languages
- Newcomer arrival package is made available for all newcomers including skilled immigrants, refugees and sponsored family members
- Access to high speed internet services and direct links to useful websites provided to newcomers at all newcomer resource centres
- Effective dissemination of information about newcomer services through flyers/ pamphlets/ community outreach activities (information readily available throughout the communities)
- More outreach and community partnerships to inform newcomers about how to get in contact with different service providers.

### **Access to Services**

Access to relevant services is another crucial component for new immigrants in their successful integration into Canadian society. There are a number of ethno cultural organizations providing settlement services to many community groups in their first languages. This helps to make newcomers feel more comfortable and welcomed by their own community members. There are also other sector specific service providers that provide services to all newcomers despite their cultural background such as health, employment, language training, etc. and support newcomers to fulfil their individual needs.

Most agencies operate five days a week from 9am to 5pm with some open after hours allowing for newcomers to access services at times more convenient for them. However, access to some of the key services are still pretty challenging for newcomers in northwest Scarborough. For example, there is no agency to serve people living with HIV/ AIDS or Lesbian, Gay, Bi-Sexual, Transgender, and Queer (LGBTQ) communities and they often have to travel downtown to access services specific to their needs.



There are number of settlement agencies located in various locations throughout NWS, which only specializing in one or two areas. This leads to clients having to go to more than one organization to fulfil their needs. Newcomers are often frustrated having to spend excess money and time to get to different locations.

The following are some of the key challenges in accessing and providing effective services:

- Accessibility – In some cases clients have to travel longer distances to get to a service provider. The client has to spend both time and money
- Staff client ratio – One settlement worker deals with many clients, beyond their capacity
- Some organizations are not located at major intersections. It is hard to find suitable office space at major intersections. Therefore, it is not easy for clients to find some offices
- The language level of a newcomer is another significant factor that impedes access to services. Lack of multi-cultural staff, make it difficult for clients to explain their needs and staff unable to assess and help clients properly.
- Eligibility criteria used by organization is another factor that affects newcomers such as refugee claimants and immigrants those who recently become citizens but are still in need of some services
- Due to rigid and inflexible budgets, agencies are unable to adapt with the unforeseen changes in immigration trends, and thus cannot adequately provide services to clients. There are constant changes in client demands. However, organizations may not be able to respond effectively as they cannot reallocate the existing funds to cater to the needs of clients.
- Settlement service agencies mostly receive project based, short term funding which is a hindrance to make significant impact through a particular project.

Wishes of Newcomer Stakeholders are:

- Easy access to newcomer services
- Services are provided in their neighbourhood
- Services are available in their first language.
- Organizations will be more flexible in terms of client eligibility criteria
- Services available for residents to overcome language barrier, unemployment, isolation, etc.
- Make more services available in one location ('One-Stop Shop' type of services)
- Increased amount of, and more diversified range of settlement services in the local community
- Service need analysis should be done by settlement service providers periodically to capture the changing needs
- Agencies listen to newcomers and develop a system tailored to meeting their needs
- Service providers look into all the needs of newcomers and provide more community based services (services available close to their residence)
- Proper follow up with newcomers to ensure they progress with their career goal
- Recognize the skills and give due space for newcomers in decision making while design newcomer programs
- Agencies work in partnership, share information, improve services and serve effectively

Wishes of Service Providers and Other Stakeholders:

- Government make flexibilities in their funding policy to support to newcomer services
- Government supports and fund programs with long term vision for building better opportunities for newcomers
- Collaboration or meaningful partnerships among service providers will help to provide better services
- Service providers work together and put newcomers' interest first
- Agencies of different sizes and strengths collaborating through fund and resource sharing Service Providers should focus on sharing – space and experience/expertise
- Need an inter-agency committee or working group to help all organizations involved in settlement services to improve their services
- Agencies work more closely with community associations from different cultural backgrounds
- Agencies involve community members to work with health services to promote health and hygiene

## Language Training

Language proficiency in one of the official languages or both is a major contributing factor the success of most of the newcomers establishing themselves in Canada. It is especially beneficial for internationally trained professionals to upgrade and their continue education to compete in the Canadian job market. Although skilled labour immigrants must have their language skills assessed to prove their efficiency in one of the official languages before they can obtain a visa, newcomers enter into the country through family sponsorship or as a refugee do not need to meet that requirement.

Both federal and provincial governments partner with school boards and settlement service providers to provide opportunities to improve the language skills of newcomers. English as a Second Language (ESL) and Specialised Language Training (SLT) are funded by the provincial government, whereas Language Instruction for Newcomers to Canada (LINC) and Enhanced Language Training (ELT) programs are funded by the federal government. There are four ESL centres operated by the Toronto District School Board (TDSB) located within the boundaries of NWS and all of them are located in the west and southern portions of NWS. Also there are no ESL centres in the north eastern part of this area either. However, this gap is filled by the Toronto Catholic District School Board (TCDSB) where they have 16 centres providing ESL classes in 13 locations and LINC classes in 3 locations. The TCDSB partners with the Toronto Public Library, churches and settlement service providers to provide language classes in some locations. In addition there are five settlement agencies providing LINC classes and two providing ESL classes. There are at least 7 centres (4 are TCDSB and 3 are settlement agencies) providing evening and weekend classes.

A newcomer can be enrolled in any language training program following a bench mark assessment. Benchmark assessments are mainly done by the YMCA LINC Centre located at 10 Milner Business Court in Scarborough. Upon contacting the YMCA call centre, a newcomer can book an appoint to visit one of their LINC assessment centres for testing, without having to go on a waiting list. This process has improved over the last couple of years. Usually for ESL classes, ESL Adult Learning Centres in Scarborough will do a standard assessment and refer the client to an appropriate ESL level according to their score.

ESL is open to Canadian citizens, permanent residents, refugee claimants and conventional refugees (first language neither English nor French) whereas LINC is opened for permanent residents, conventional refugees and live-in caregivers. It was highlighted that there is no language centre that provides French as Second Language (FSL) classes in Scarborough. However, there is Alpha-Toronto (one location) and Centre Francophone de Toronto (3 locations in Downtown and one in North York) that conduct FSL classes in Toronto.

Some of the research findings:

- Transportation costs – especially for ELT programs where newcomers may have to travel farther distances for a location offering services related to their profession of interest. Although, most of the host agencies provide bus tokens, fund allocation is inadequate to support all eligible students. On the other hand, some service providers stated some students misuse the facilities where they travel by car or other mode of transport and submit false documents to claim bus tokens.
- Most classes are conducted during the daytime during the week. Schedules of English language classes sometimes do not match with clients' schedules due to their working schedules.
- Institutions (Ex: hospitals) have staff that have limited English proficiency and are not able to access classes in the community because of their timing. Some organizations would like to offer these classes to their staff and the community but find it difficult to get the support from community agencies who offer these classes.
- Organizations conducting LINC and ELT classes also provide onsite childminding programs while classes are in session, for the dependent children of parents who are attending language classes. However, the eligibility age group for kids varies. Some of the organizations accept 18 months to 6

years, whereas some other accepts 3 to 7 years<sup>2</sup>. There are very few agencies that provide childcare facilities equipped to and/or support to get daycare child subsidy. This is a barrier for new mothers to attend Language training programs as they may have to wait one or two years to start the course.

- If one of the parents neither full time student nor fulltime employee, spouse who apply for daycare child subsidy is not eligible. On the other hand, if one of the parent earns above a level fixed by the government, spouse can't get subsidy and it prevents attending language classes as they can't afford to pay for daycare center.
- TDSB, TCDSB and a few other newcomer service providers conduct special language training programs for internationally trained professionals to improve their language skills. (Ex: ACCES Employment provides 6 week Sector Specific Bridging Programs on Engineering, Financial Services, Sales & Marketing, HR, Hospitality & Tourism, and Language for the Workplace; TCDSB provides SLT programs for childcare, home health care and LINC childminders and ELT programs for ESL Instructors; TDSB provides ELT programs for immigrant women on Customer Service, Administration and Retail; while Poly-Cultural Immigrant and Community Services provides a 12 week Sector Specific ELT program for Administration, Customer Service, Health Care, Technical and Trade professions). However, the TCDSB and Poly-Cultural Immigrant and Community Services centres providing these programs are not located within NWS.
- Some newcomers who have basic skills and/or others who are interested in learning another official language (French) to amplify their employment opportunities, especially in the government, have limited opportunities within NWS. However, there are a few centres downtown that provide French language programs.
- There is a waiting list to enroll in LINC classes at some of the centres while there are other LINC centers that have free space. Although there are available bus services, newcomers prefer a LINC site that is within walking distance
- Although LINC provides onsite child minding facilities, some students apply for daycare subsidy and once their application is approved they remove their child from LINC child minding programs and place them in day care. This leads to wastage of resources at LINC centers and a stolen opportunity for someone who really needs this service. Whereas ESL students are not eligible for daycare child subsidy because they are required to participate for only 20 hours for their program which is not considered "fulltime" education.
- Seniors (Ex: Chinese seniors) prefer literacy classes on Sundays and participate less during the week. They are usually busy during the week taking care of grandchildren and other household needs.

#### Wishes of Newcomers and Other Stakeholders:

- All the immigrants get access to English language courses despite of their immigration status.
- Opportunities for refugees to get language training the same as landed immigrants
- Community tours and exploration visits organized as part of the LINC and ESL classes
- More employment focused language training programs available within NW Scarborough
- Specialized skills development programs for newcomers in addition to LINC classes<sup>3</sup>
- LINC or ESL instructors should be aware of other settlement services to help the students
- Child minding support for students following ESL program as that of LINC programs

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<sup>2</sup> CICS provides childminding from 18 months to 6 years and up to 12 years for night and evening classes, TCDSB generally provides childminding from 31 months to 72 months (Some locations 19 months to 72 months old), CCS provides childcare from 8 months to 6 years, Mennonite New Life Centres of Toronto accept pre-school children for their childminding programs (Source: agency websites and publications 2010)

<sup>3</sup> Dufferin –Peel TCDSB provides a variety of life skills development training opportunity for immigrants

## **Literacy and Basic Skills**

Literacy and Basic Skills (LBS) program is a non-credit, adult upgrading program that helps adults improve their reading, writing, and mathematics skills, as well as their employability and workplace skills. Most LBS programs are for adults 19 years and older, who are not already in school. Students must be able to communicate in English well enough to participate without extra help.

Scarborough Centre for Alternative Learning (SCAS) provided through the TDSB, Toronto Catholic District School Board (TCDSB), Seneca College and Toronto Public Libraries are some of the leading institutions providing LBS programs in NWS. Frontier College is another organization that provides support to adult literacy programs throughout the GTA. The 'Families Learning Together' program in Scarborough offers one-on-one or small group tutoring for adult newcomers to Canada, as well as a learning program for their school-age children. While the adults are engaged with their tutors, the children work on developing their reading and writing skills, receive help with homework, and participate in various interactive learning games and craft activities with a group of volunteer tutors. This arrangement allows families to participate in the learning program together without the need for arranging childcare. The YMCA also provides literacy classes for adults.

## **Education and Skills Training**

Most of the parents interviewed by the NWS LIP PMT stated that the Canadian education system provides excellent support to their children and they expect a better future for their children in Canada. The education system includes special education programs, summer classes, after school programs, reading buddy systems and personal care to help newcomer students. There are many schools engaging parents in different events where socialization will help parents from different cultural backgrounds to interact and connect with each other. Also in most of the schools there are settlement workers available for newcomer parents to receive information and support. However, some newcomer families face delays in getting admission to schools where parents are not educated on the immunization requirements for admission. On the other hand newcomer community members expect school management and teachers to understand different cultures and create a welcoming environment for both students and their parents.

Most skilled immigrants arrive with post secondary educational qualifications. In the case of immigrants arriving to Canada as refugees or through family sponsorship they may not have those qualifications. Generally, it is difficult for immigrants to obtain employment in their professional field even though they have post-graduate qualifications. They are often required to upgrade their educational qualifications by completing short or long term courses. On the other hand, there are also academic bridging programs which help newcomers to upgrade their educational qualifications to match with Canadian standards. One example is the MNLCT's Sociology bridging program for internationally trained professionals wishing to obtain a social sector job in Toronto. Canada also provides opportunities to newcomers to follow one to two post-secondary courses to add credits to obtain Canadian equivalencies. However, most of the respondents highlighted they often paid higher tuition fees to complete courses. Although OSAP is available for adult students, it is only granted to anyone who passes through eligibility criteria. There are some community colleges offering mentorship programs to foreign trained professionals (newcomers) to help them get meaningful employment. However, upgrading educational qualifications to match with the Canadian standard doesn't always guarantee employment in a professional field.

The Canadian assessment of foreign credentials is an important element of immigrant integration into the Canadian workforce. This is especially crucial for internationally trained professionals who wish to enter an occupation or pursue further studies in an occupation that is regulated.

Currently, credential assessment is a lengthy process and relatively expensive for newcomers. However, it is mandatory to upgrade to higher education. Although one can apply for credential assessment online even before they arrive to Canada, unfortunately most newcomers are unaware of this until after they have landed in Canada.

#### Wishes for Newcomer Children's Education:

- Cultural classes for children
- More tolerance and support from the school system for children new to Canada
- Newcomer parents have more exposure to information about all investments for their children

#### Academic Programs:

- Lower tuition fees for students and lower interest rates for student loans to provide more accessible opportunities for many internationally trained professionals to upgrade their qualifications to match job market requirements
- Improved access to relevant information about educational opportunities and financial assistance
- Faster credential assessments
- Free training on IT related programs

#### Translation and Interpretation

Translation and interpretation is another key service demanded by many immigrants in NWS for accessing information and services. Notably, 57% of the NWS population is new to Canada. The majority of which belong to the Chinese and Tamil community. In addition, there are a considerable number of families from Afghanistan and other developing countries who often require services in their first language, also noted an ideal option by service providers.

Initially there were ethno focused community organizations emerging to provide settlement services to particular cultural groups. For these organizations, it was easy to help a specific ethno-community, as they have a better understanding of the cultural values and speak the same language. However, recently many have changed this practise to serve a diverse immigrant community irrespective of cultural background. Although agencies extended their support to all newcomers, it is difficult for a single agency to uphold a linguistic capacity to serve all client needs. Also, settlement workers who serve as interpreters may have a hard time convincing third parties that they are not advocating on behalf of their own organizations when facilitating interpretation. Not being able to accompany clients to off-site appointments due to strenuous workloads is another setback for settlement workers to fulfil clients' needs.

Most organizations can obtain help from other organizations or individuals, whereas others use in-house staff or trusted volunteers to help a newcomer client with translation and interpretation needs. In some cases, interpretations are done over the phone if an interpreter is at a distant location.

Service providers identified the following challenges:

- Some newcomer clients do not wish to use a third party interpreter
- It is difficult for interpreters to continuously learn and grow their understanding of changing terminology to keep up with the terms used in different sectors
- In some cases, interpreters may translate what they perceive a client wants, rather than translating what is exactly meant by the client
- Clients are afraid of misinterpretation by a third party and prefer one-on-one consultation directly with the service providers
- Mismatches between the requirement and availability of qualified interpreters in the health sector often exist
- Although there are individual (licensed) interpreters available, many of the organizations are unable to get their services due to fund restrictions

#### Wishes of Newcomers and Other Stakeholders are:

- Most of the services including job search workshops be available in their first languages
- Funding provision should be available for interpretation/ translation services
- Newcomer service organizations should recruit more multilingual & multicultural staff to serve people from diverse cultural background.



## Employment and Access to Labour Market Information

Newcomers face challenges of transitioning their professional careers after migrating to Canada since job markets in Canada often function differently than their country of origin. Unlike many other countries, 80% of the vacancies are hidden where newcomers need to educate themselves on how to target these hidden job markets to secure interview opportunities. The first few tasks for a newcomer should be developing a resume to match with Canadian standards, preparing a cover letter that gets attention of the employer, and exploring the hidden job market.

There are a number of employment services available in NWS. The list of agencies includes ACCES Employment, COSTI, Operation Springboard, Tropicana, VPI Inc., North Scarborough YMCA Employment Centre, and Corbrook Employment who exist to serve new immigrants, permanent residents, youth, and people with special needs. These organizations help people to develop resumes to match with different job positions, prepare cover letters, coach them to face interviews, help to become familiarized with work place culture and language, and job search skills targeting hidden job markets. There are employment agencies such as Apple One, Adecco Employment Services, A&K Employment, A&T Manpower Services, Ameco Employment Services and Trebor Personnel Inc., which help find jobs with potential employers in specific fields. Usually, these agencies are private HR recruiting companies that receive a fee by charging an employer or receive a percentage of client's income.

Often newcomers do not initially find their ideal job or similar to the one they left in their country of origin due to a lack of Canadian experience and less recognition of their foreign educational qualifications. Many professionals who work with newcomers are unable to connect them with relevant job opportunities. Employers are reluctant to take a risk on recruiting a newcomer who has no Canadian experience. This forces newcomers to often feel as if they have to accept a position that may not be ideal. Newcomers often have to take on heavy workloads doing multiple survival jobs, completing credential assessments and certificate or diploma courses to place them in a better position to obtain a better job. In order to effectively obtain an ideal job, an individual's capacity to networking, study trends in the job market and self marketing skills are extremely important. The job search stage is a crucial period for newcomers where they are vulnerable to employment scams and agencies who exploit them.

The assistance provided by employment services and agencies when trying to obtain a job, in conjunction with work place language training, commonly known as Enhanced Language Training (ELT) Program or Specialized Language Training Program (SLT), is also useful to internationally trained professionals. ACCES Employment and Poly-Cultural Community Services are some of the organizations providing ELT programs in NWS.

The following are some of the findings identified through neighbourhood scans and community consultations:

- Some employers ask for a credential assessment report before hiring a newcomer. However, it is a lengthy process (generally 6 to 12 months) and costs \$200 for only a basic assessment. Therefore a newcomer is compelled to wait for 6 – 12 months to apply for such regulated jobs. Though the YMCA has lost funding to facilitate such endeavours, they still operate their Newcomer Employment Centre located at Finch and Tapscott to assist in employment needs
- Lengthy certification processes for regulated professions in Ontario is another barrier for newcomers. Especially regulated professions such as physicians, nurses, teachers, veterinarians, lawyers and regulated trades such as plumbers, welders and electricians have to obtain licenses to practice in Canada and /or should be registered and obtain membership with professional or trades associations. In some cases, newcomers will have to take upgrading or training courses to meet the requirements of their profession. Formal examinations are a part of almost every licensing process and they often involve substantial fees.

- Some job search workshops are not tailor made and thus do not meet individual client needs. Often different professionals such as an Engineer, Teacher, and Social Worker are placed in one group and they are encouraged to develop a resume for an entry level position. This type of guidance usually discourages newcomers and forces them to go for survival jobs. The success rate of getting a placement for the client in their field or related field of work is very low.
- Experienced by many newcomers, only a few agencies provide support in career assessment and preparation for a second career. Although many agencies have this component as part of their services, newcomers do not always get the opportunity to receive the benefits of career counselling support due to a limited number of staff and volunteers.
- Some organizations have a comprehensive case management approach where each candidate is assessed and supported to develop an individualized plan
- Since the Canadian experience is a necessity for internationally trained professionals to secure a job in Canada, most newcomers approach employment services with the expectation of getting a paid or unpaid placement which will help them to gain Canadian experience in their professional field
- Newcomers who attend ELT or SLT programs and Job Search Workshops (this is a part of most of the ELT programs), do not always get the opportunity for compensated or voluntary placements. The ability to give more placement opportunities is greatly influenced by the strength of an organizations' network, job developers' individual connections with employers, and job market status during a particular period. For example, following the recent economic recession some of the vacancies have been frozen out by many of the larger employers leaving even less opportunities for newcomers
- ACCES Employment conducts Sector Specific Bridging Programs on Engineering, Financial Services, Sales & Marketing, HR, Hospitality & Tourism, and Language for the Workplace. Also, TDSB provides ELT classes for immigrant women in customer service, retail and administration services. TDSB also provide ELT program (English for the Workplace) at Malvern LINC centre.
- COSTI and TCDSB provide ELT programs throughout Toronto, but not in Scarborough. Although Poly-Cultural Immigrant and Community Services has a satellite office in NWS it does not provide ELT programs. Catholic-Cross Cultural Services conducts ELT for professionals in Healthcare and TDSB provides ESL for Engineers, Accountants, IT, Administrators and Marketing professionals, but none of the centres are located in NWS.
- Not many service organizations provide life skills development training programs in NWS such as fabric painting, fashion design, hair dressing and interior decoration. These types of skills can help newcomers to create lucrative businesses or acquire employment for their immediate financial needs. For example, TDSB provides a variety of skills developmental training programs are provided to immigrants.
- There are some settlement service organizations providing skills development training such as advanced computer skills, accounting and interpretation training. These types of available training are very valuable to internationally trained professionals since not many get the opportunity to obtain such training in their field.
- Mismatches in connecting with mentors – Sometimes settlement agencies connect newcomer clients with mentors from a different professional background. In such cases the newcomer doesn't obtain the proper career guidance. Also, the newcomer can't be connected with a second mentor according to TRIEC policy.
- Newcomers seeking opportunities to volunteer often do not get positions relevant to their professional field. Any experience gained from a non related volunteering position adds little, if any value to find a professional job. Settlement workers and Job Developers will need to guide newcomers more carefully before selecting an appropriate volunteer position.
- Newcomers complained that there is a tendency to place clients in minimum wage, low skilled jobs to show higher success rates. Newcomer clients are often advised to start from entry level positions and then gradually apply for higher positions after gaining years of experience in a sector.
- Follow up (case management) by the settlement service providers with clients is in need of improvement. Currently most clients are generally contacted up to three months, but there is no long term follow up and assistance done by settlement agencies. However, it is also the responsibility of clients to provide correct contact information and constructive feedback to service providers so that they can follow-up.

- Although there are a number of agencies helping newcomers to find jobs in NWS, some agencies only serve specific age groups or only serve clients from a specific professional background. This limits the amount of agencies to choose from for these services. Newcomers may need to travel farther to get to the correct agency when it is already difficult for newcomers to research and find out which organization to obtain support from.
- Each employment service provider is connected to a limited number of employers. Most of the employers are medium or small scale businesses where they may not be able to recruit a larger number of clients over a period of time. This leads to fewer job offers and placements for newcomers.
- Toronto Employment and Social Services provides financial assistance (Ontario Works), social support and employment support for the unemployed
- There are a number of agencies in Scarborough funded by Employment Ontario to help newcomers search and connect with employers
- Toronto Employment and Social Services, ACCES Employment and Tropicana are some of the non-profit organizations located in NWS help newcomers to obtain paid placements. This placement is usually six months, where the government will fund the employer to cover half of the salary paid to the employee. As it is their first job and the employee has no previous experience in Canada, employers generally pay minimum scale and may be hired at the end of the six month training period. However, there is no assurance or guarantee of being permanently hired. There are cases where employers simply let go persons stating their performance level was poor. There are a few companies who agree to give paid placement opportunity and pay only half of the entitlement while the employee still has to work 40 to 45 hours per week. Newcomers often do not report this to employment services for fear of repercussions from filing complaints against a company or employer.
- There are also agencies like Career Bridge that provide successful paid internship programs accessible online.
- YouthLink and YMCA have lost funding for some employment related programs. Therefore, lessening resources and in some cases hindering their ability to help specific categories of clientele to find jobs. However, the YMCA has been able to uphold the operation of its Newcomer Employment Centre and its Newcomer Youth Leadership Development programs in light of cut backs
- Due to the recent changes in the point system, a person on Employment Insurance with a master's degree is discouraged to obtain a second degree through a second career program, which is a great hindrance in upgrading academic qualifications to secure a job of their interest.
- Newcomers who obtained employment may need guidance and training to retain their new job. Some agencies offer job retention programs to help newcomers to sustain and grow within an organization.
- Work place communication is another area newcomers need to understand and acquire assistance in adjusting to work place culture. There are some service providers that offer training programs or workshops on work place communication. It will be beneficial to newcomers if there is an arrangement between employers and settlement agencies for follow up training.
- For people with disabilities in NWS seeking employment they can receive services through Corbrook Employment. Though they do not specialize in newcomers, they can access their services
- There is an existing Job Developer network formed for the employment services sector

Wishes of the Newcomer community and Service Providers to get labour market information and employment opportunities:

- Newcomers are provided a pre-arrival package which provides information about the Canadian labour market. It will help newcomers to prepare before they leave their home country
- Employers give more opportunities to newcomers so they can display their ability to work in the Canadian working environment
- Employers review their hiring policy – consider transferable skills to replace the requirement of Canadian experience
- Employers provide more professional volunteer opportunities
- Employers provide more job opportunities for people without status
- Federal and Provincial Government advocate with larger employers to hire more newcomers by possibly reserving a percentage of jobs (10 – 15% quota at least) for newcomers
- Job search process should be easier for newcomers and all services are available in one location

- Better mentorship programs for job seekers to connect clients with a related professional field.
- More transparent information about job opportunities in Canada
- Service organizations give more focus on connecting newcomers with employers faster
- Working and learning opportunities for newcomers so they can contribute to society while gaining an education
- Service providers should work with business associations to connect newcomers to employment
- Employment agencies strengthen the networks among themselves to share best practices to improve helping newcomers find professional jobs.

## General Health Care

Newcomers to NWS enjoy a publicly funded health care system, Ontario Health Insurance Plan (OHIP). It covers medically necessary hospital stays, required, non-voluntary surgeries, prenatal and postnatal care, and newborn care. However, there is a three month waiting period for every newcomer with permanent resident or conventional refugee status to access OHIP coverage. Therefore, they have to buy private health insurance while waiting to become eligible for OHIP. During the waiting period, newcomers can also get medical assistance from community health centres operated by organizations such as Scarborough Centre for Healthy Communities or Scarborough Community Volunteer Clinics. On the other hand, OHIP does not cover dental care, vision care, artificial limbs, wheel chair and prescription medications. These are all very crucial services often required by both newcomers and citizens. However, people on welfare, families with lower incomes, children and seniors are covered for most of the aforementioned circumstances, based on income entitlement. Toronto Public Health will cover dental care expenses for eligible children. In the case of refugee claimants, they are not defined as residents of Ontario under Regulation 552 of the Health Insurance Act and are not entitled to OHIP coverage, but can access emergency health care.

“A state of wellbeing in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community”(WHO, 2007).

The following are some of the key findings:

- Three month waiting period to qualify for OHIP coverage is too long for newcomers and most newcomer families can't afford to purchase health insurance. On average it can cost over \$400 for a family of four (father, mother, and two children). Also they have to pay for each doctor visit if they do not have health insurance coverage.
- Due to the drastic changes in climate, many newcomers fall sick within the first couple of months while adapting to a new environment. Newcomers often have to spend considerable amounts of money on medical care and prescription drugs because they are not covered by medical insurance.
- Currently there are an inadequate number of doctors to serve a widely populated area. In most cases patients have to wait a minimum of two days to get an appointment and have to wait on average three hours to see a doctor. Also there are many doctors' offices not taking on new patients forcing them to travel farther.
- Many newcomers have difficulty understanding and navigating the health care system and therefore enter the emergency departments of hospitals for non-emergency related requirements.
- Many institutions including hospitals don't provide the level of interpretation services required to serve a diverse newcomer population.
- Many newcomers don't know their 'rights' and 'obligations' when entering hospitals and therefore miss appointments, are misdiagnosed or receive the wrong treatment. They need to know the importance of providing correct medical history, and ask questions if something is not understood
- Many newcomers don't know where to get their children inoculated before starting school and therefore leads to delays in starting school.
- There are many doctors' offices that are not open during the weekend and on public holidays. Although there are walk in clinics available as an alternative, a patient has to wait 3 to 4 hours to see

a doctor. Also, that doctor may not have access to the medical history of the patient, leaving them unable to provide sufficient treatment.

- Basic dental services are often unaffordable for newcomers since many do not have coverage through employment or OHIP.
- Emergency services at hospitals are not prompt, with waiting periods ranging from five to eight hours and many times non-emergency patients go to the ER instead of their local walk-in clinic. This exerts additional pressure on hospital staff and further increases waiting periods for patients who are in need of immediate treatment.
- When newcomers are discharged from the hospitals they have difficulty knowing where to access services in the community and service providers don't always know where to refer them
- Newcomer seniors are in need of greater support in accessing health care services. Language and transportation are the major challenges for seniors of immigrant communities when accessing services
- There is a lack of skilled staff with knowledge of cultural practices and languages to serve diverse communities within Scarborough. Both Toronto Public Health and The Scarborough Hospital have faced this problem and currently use volunteers from different cultural backgrounds to overcome this challenge.
- When a patient cannot speak English, hospitals or other public health service providers often engage a third party as an interpreter or translator. However, some patients do not like using a third party as they are reluctant to share their personal information with someone other than a health care professional.
- Most newcomer children quickly adapt to fast food culture. This often leads to childhood obesity and diabetic conditions. Poor awareness of healthy food habits, parents having no time to prepare healthy meals, and access and availability to quality food are some of the reasons for such situations.
- Many newcomers don't receive information related to eating and living healthier in Canada and therefore leads to poor health outcomes.
- Limited services available for people with special needs. (Ex: People living with HIV/ AIDS – have to travel downtown for specific services). Most of the organizations mainly refer the clients to downtown locations where those organizations mainly exist. Also people with other special needs including vision loss or impaired vision and people with hearing loss/ impaired are limited in available specialized services. There is the CNIB that is well-known for its work in generating awareness on people with visual disabilities and hearing loss/ impairments. Though they do not provide services, those in need can receive select services out of their central location on Bayview Avenue in East York.

Wishes of Newcomers and Service Providers:

- Remove three month waiting period for OHIP
- Dental care and vision care to be included under OHIP coverage
- More nutrition programs and awareness programs for newcomers and residents
- Programs and community actions to eradicate drug usage in the neighbourhood
- Shorten waiting period at 'Emergency' and doctor's office
- Increase awareness among community residents on mental health issues
- More professional and personable relationship between health care practitioners and patients
- Staff at hospitals need to be trained to serve patients from diverse cultural backgrounds more effectively

## **Mental Health Care**

There are a number of institutions working towards mental health promotion in NWS. Most of these organizations serve both newcomers and residents. Hong Fook Mental Health Association, Canadian Tamil Youth Development (CANTYD), East Metro Youth Services, Canadian Centre for Victims of Torture (CCVT), The Scarborough Hospital, Canadian Mental Health Association, Youthlink, Aisling Discoveries Child & Family Centre, and Chinese Family Services of Ontario (does not specialize in mental health, but does family counselling) are some of the organizations currently serving the community of northwest



Scarborough. Among these organizations Youthlink, CANTYD and East Metro Youth services serve youth, while Aisling Discoveries Child & Family Centre serves children under twelve. Also the Canadian Centre for Victims of Torture works with victims of political injustice and those tortured from war torn countries.

Among the above organizations, Hong Fook Mental Health Association, CANTYD, and Chinese Family Services of Ontario were established to serve specific ethno-cultural groups. However, later on they opened their services to other communities, excluding CANTYD which still serves only Tamil youth. Although these organizations are working for the same community, inter-agency relationships among them are very limited. Compared to the population density in NWS, mental health services provided by the above organizations do not meet the higher service demand.

The following are some of the issues highlighted by service providers and stakeholders. It is notable that newcomers often do not recognize mental health support as one of the services that would help them to overcome stress and other mental illnesses. Most of the community members who need medical attention often do not want to accept that they need to undergo therapy or counselling or are unaware that they are ill.

- Very few agencies work in the mental health sector, leaving a significant number of clients under served. Some organizations that do assist in mental health care have cultural associations and/ or mainly employ staff from one ethnicity predominantly. As a result, potential clients from other cultural groups abstain from approaching these organizations for assistance.
- Some agencies that deal with mental health issues have an inadequate amount of frontline staff to support newcomers mental health needs. As a result some patients (clients) have to wait several weeks or even months to get an appointment. If patients need counselling/ treatment from specialists, it generally takes even longer.
- The majority of agencies serving the general public do not place special focus on support for newcomers, even though comparatively newcomers need more assistance to overcome issues such as cultural shock, trauma (if they are from war torn countries) and other psycho-social illnesses.
- Very few organizations support youth in coping with various challenges including drug addiction or gambling. There is a lack of coordination among organizations that have comprehensive programs on mental health issues for youths.
- Most of the mental health institutions do not have staff from different cultural backgrounds and a lack of interpretation service is another serious impediment.
- In some cases, though a client can speak English, they prefer to be counselled by someone from their own cultural group.
- Settlement workers of newcomer service organizations do not have skills to handle the clients with depression or trauma who may need psycho-social counselling before provide other settlement assistance. Without basic knowledge about mental health issues and skills to handle the situation, a settlement worker may aggravate the situation.
- There are agencies providing distress support programs and some provide the service over the phone.
- There is an existing network for Chinese mental health workers

### **Childcare and Early Childhood Development Programs**

Childcare also known as day care can be licensed or unlicensed. Licensed childcare providers have to meet and maintain specific health, safety and caregiver training standards. Although unlicensed childcare arrangements are not regulated to the same degree, these are also widely available in the NWS. There are 3 options available:

1. Home-based
2. Centre-based
3. Before and after school childcare



Subsidy eligibility is based on net family income, monthly expenses and whether parent(s) are engaged in full time employment or education. Although this service exists there are inadequacies in childcare fee subsidy and childcare providers. On average the waiting list for both tends to be one year. Waiting periods tend to be even longer where there is high demand for childcare but not enough available spaces.

In addition to above fulltime day care centres most of the settlement organizations provide short term (3 – 4 hours) childminding programs or occasional child minding programs for parents who attend language classes and a few other select programs. Also, most of the LINC and ELT classes provide free childminding programs to help parents who attend classes.

Ontario Early Years Centres provide care for children up to 6 years of age. However, parents or caregivers must stay with attending children. These centres provide playgroup sessions, workshops, useful information and resources for parents and caregivers. It also provides an opportunity for parents to volunteer. Previously in 2009, the provincial government official announced the start of full-day kindergarten, with optional and affordable before and after school care. Currently, there are number of schools in NW Scarborough providing full-day kindergarten programs. However, this program is not implemented in all the schools and there issues surrounding implementation.

The following are some of the key concerns for newcomers:

- Difficulties in getting space at daycare centers. Clients have to find a location with space to admit their child and once subsidy is approved, clients have to contact the daycare centers' management to proceed further. Often newcomers may not get a space at a day care centre close to their residence.
- Long waiting periods to get childcare subsidy. Sometimes clients have to wait over two years for assistance.
- Clients have to pay on average \$250 per child/ per week for daycare until their subsidy application is approved with no reimbursement upon approval. This puts women (often the main caregiver) in the position to have to stay home to look after their child(ren)
- Full-Day Kindergarten, a government initiative for integrated before- and after-school program that provides children (3.7 to 6 yrs.) with more opportunities to learn and grow and provides a seamless day with fewer transitions for children and families. It is being offered in some full-day kindergarten schools during the 2010-11 school year. Boards are not required to offer the before- and after-school programs if there is not enough demand. It is offered from about 7am to 9 am and 3:30pm to 6 pm. Some schools may offer before- and after-school programs run by a third-party child care provider, and some schools may offer programs for older children as well. There is a fee for these services. Each class has a ratio of one early childhood educator for every 15 children, and an additional childhood educator is added if the class exceeds 15 children. Some of the schools may also offer programs for older children or offer programs during school breaks or on professional development (PD) days. – Little to no in-depth information available regarding the mandate of this process and how it will affect stakeholders (e.g. daycares, schools, government subsidy recipients and applicants, etc.)
- Young mothers who want to join ESL or LINC do not get childminding or childcare facilities in all LINC or ESL centers when the child is less than 2 years old. Some language classes such as ESL do not provide child minding support.
- A newcomer family visiting a settlement organization or employment resource centre for job search, or are attending a newcomer seminar or workshop does not receive child care support. This forces one parent to stay at home with the child (ren). This is also a barrier for service providers (non- CIC funded programs) to serve their clients. In addition, single mothers find it difficult to do job search when there is no child minding support.
- Educating young mothers on raising a healthy baby is crucial. However, there is a gap in proper communication between the parents and the service providers. In most cases, young mothers learn about these issues from friends and relatives. In other cases, parents have to pay for some parenting programs at hospitals.

The proper development and growth of children is detrimental to society as they are the future. With that being said, the government has invested in many other initiatives and put into place many institutional

structures to assist in this area. This consists of community and government centres, educational institutes and private facilities. Though some of the facilities are privately operated they all adhere to strict government mandates and regulations.

One of the developmental centres available is the Parenting and Family Literacy Centres (PFLC), mainly located in high density and ethnically diverse neighbourhoods throughout the city. These PFLC's help prepare children for starting school and to encourage families to be a part of their children's learning by:

- supporting children's early learning through a play based program that promotes the optimal development of the child
- helping children build essential literacy and numeracy skills through stories, music, reading, and playing
- encouraging families to engage in their children's learning
- familiarizing children and families with school routines
- giving children and families the chance to spend time with other families
- linking families with appropriate community resources for special needs, health and other related services
- offering a booklending library in different languages so parents can read to their children in their first language
- Centre staff work closely with kindergarten teachers to ensure a positive and welcoming learning environment that will help prepare children from babies up to six years of age for school. The centres are free to attend and no pre-registration is required.

Program Components:

- Family Literacy
- Learning Through Play
- Family Story and Music Time
- Gym Time & Outdoor Play
- Snack Time
- Lending Library
- Community Information & Resources

Another developmental initiative is Best Start, a holistic government initiative set out to ensure that children from birth through to transitioning to school age in Ontario develop the skills they need to achieve success in school.

Best Start focuses on:

- early learning and child care services
- healthy development during a child's first years

Initiated in June 2009 by Dr. Charles Pascal, Special Advisor to the Premier on Early Learning recommended establishing the Best Start Child and Family Centres strategy in communities across Ontario. These centres would help to ensure that children and families have access to the timely and coordinated support they need. This would be fully co-ordinated services from Child and Family Centres and community schools provided at either one location or within close proximity to each location. The implementation of this strategy is currently being worked on to be incorporated over a three year period.

Expectations of Newcomers:

- Expedite the processing time for child subsidy.
- Revise the policy where authority/government would reimburse part of the payment or full amount paid for child care until the approval of subsidy application.
- There should be a service provider where parents can obtain information about space availability at child care centres/ provider in their neighbourhood.

- Settlement organizations provide child care / childminding services for all the newcomer programs including job search workshop and skills development workshop and seminars.
- Better daycare facilities – Better TTC accessible to daycare centers in underserved areas.

## Child Services

The welfare of all children is a major area of concern as they are the most vulnerable members of society. With the rising incidents of child exploitation this has been put on the radar of all communities.

According to Health Canada's Child Maltreatment Section, it states:

"Child maltreatment can be categorized into several broad types including physical abuse, sexual abuse, neglect/failure to provide, and emotional maltreatment.

**Physical abuse** (child abuse) is the deliberate application of force to any part of a child's body, which results or may result in a non-accidental injury

**Sexual abuse** (child abuse) occurs when an adult or youth uses a child for sexual purposes.

**Neglect/failure to provide** (child abuse) occurs when a child's parents or caregivers do not provide the requisite attention to the child's emotional, psychological, or physical development.

**Emotional maltreatment** (child abuse) involves acts or omissions by parents or caregivers that cause or could cause serious behavioral, cognitive, emotional, or mental disorders." (*Canadian Children's Rights Council - Conseil canadien des droits des enfants*, 1998-2010)

The maltreatment of children is closely linked to one's family, neighbourhood, and community. As a result, some of the most influential factors contributing to child maltreatment are poverty, social isolation, and inequality. This often has a lasting impression on its victims resulting in developmental delays, physical/developmental disabilities, substance abuse related birth defects, depression or anxiety, psychiatric disorders, self-mutilating behaviour, behavioural problems, substance abuse, negative peer involvement, age-inappropriate sexual behaviour, early involvement in criminal activity, and major aggression and violence towards others. Because of these long lasting affects it is extremely imperative that there are organizations in place that can prevent and aid in the rehabilitation of victims of child maltreatment. There is strict legislation in place for agencies that are dedicated to children's welfare. Under the *Child and Family Services Act* these organizations are mandated to the following:

1. Investigate allegations of abuse and neglect
2. Protect children where necessary, provide guidance, counselling and other services to families for protecting children and for the prevention of circumstances requiring the protection of children;
3. Provide care or supervision for children assigned to its care; and
4. Place children for adoption.

One of the most well known child services networks include the Ontario Association of Children's Aid Society, Children's Aid Society of Toronto, and Catholic Children's Aid Society of Toronto which is located in northwest Scarborough. The Children's Aid Society and Catholic Children's Aid Society of Toronto provide the following services and programs: Foster Care Services, Child and Youth Services, Day Treatment, Pregnancy and Aftercare, Internal Care Service, Adoption Services, Adoption & Crown Ward Disclosure, Community Work/Prevention, Research, Community Education, Child Protection Services, Support Programs, [Child Access Program](#), [Parent Support Program](#) and [Health Specialist Programs](#).

Also, Aisling Discoveries Child and Family Centre provide accessible and culturally sensitive services for children from birth to twelve years of age who have social, emotional or behavioural problems and their families. They provide a variety of child and family programs and services: Babies Best Start, Behaviour

Management, Child Care Consultation, Child Sexual Abuse Treatment, Community Support, Day Treatment, Family Counselling, Group Services, Growing Healthy Together, Here to Help, Individual Counselling with Children, Infant Child Treatment, Intensive Child and Family Service, Preschool Speech and Language Services, Priority Access, Residential Treatment, Scarborough Agencies Sexual Abuse Treatment, School Based Services, and Toronto Partnership for Autism Services.

BOOST Child Abuse and Prevention Intervention is also another initiative that exists for the prevention of child abuse and violence through education and awareness, and collaboration with community partners to provide services to children, youth, and their families. Boost provides the following programs and services: Counselling, Child Victim Witness Support Programs, Prevention Programs, and Employee Training. Information sheets and training tools are provided in 4 languages (English, French, Chinese, and Tamil)

The Canadian Centre for Child Protection is a national charitable organization dedicated to the personal safety of all children. They exist to:

- Reduce the incidence of missing and sexually exploited children
- Educate the public on child personal safety and sexual exploitation
- Assist in the location of missing children
- Advocate for and increase awareness about issues relating to child sexual exploitation

Programs and Services offered are: cybertips.ca, Kids in the Know, Covenant House, Commit to Kids, Outreach, Crisis Care, Rights of Passage & Finding longer-term housing, Education, Health Care, Employment Assistance, Community Support, Runaway Prevention, Life Skills, and Pastoral Support. Kids Help Phone provides immediate, bilingual, professional counseling to kid's 24-hours a day. They usually serve young people between the ages of 5 to 20 from all over Canada. Their services are absolutely anonymous and each counselor has access to a database of almost 37,000 community and social service agencies that allows them to refer kids to services right in their own community. Callers or online users are not referred to private counseling services or profit-related services or companies. Online, Kids Help Phone provides counseling to young people through their online forums. Kids Help Phone also partners with academics to analyze the telephone and online data collected from the kids who have used their services.

### **Transportation Facilities**

Northwest Scarborough comparatively has better public transportation facilities; with most of the Toronto Transit Commission (TTC) routes running service every 15 to 30 minutes, and TTC buses and subways operating from 6 a.m. to midnight, and some bus routes that are 24 hours. However, some newcomer interviewees expressed their dissatisfaction about TTC services where some buses do not always follow schedules resulting in users being late for work, school, and important appointments. Though some settlement service organizations are located at major intersections or main roads, it is still difficult for newcomers to travel to service providers.

Most of the newcomers interviewed stated the following concerns about TTC services:

- Irregular services (delays or cancellations) on TTC buses and subways.
- Higher rates of tickets and monthly passes (TTC has increased their rates from 2010 January)
- Adult students of LINC and ELT programs are entitled to free bus tokens. However, money allocated by funders is inadequate to provide free tokens to all students. Generally some students may get tokens while other eligible students have to spend their own money to attend language classes. Settlement service organizations stated that they are not in a position to provide free TTC tokens to every eligible student
- Newcomers usually volunteer with settlement organizations or other agencies to gain Canadian experience. However, most of them do not get bus tokens to compensate their contribution to the institution.

- Seniors who get limited financial support expressed their concern about TTC fares and recommend the City to consider providing free passes.
- Often no free TTC tokens are given to attend seminars for newcomers and job search workshops.
- There are a number of bus stops that do not have schedules or TTC contact numbers displayed properly or at all.

#### Wishes of Newcomers:

- Free bus tokens provided to all eligible newcomers and amend eligibility criteria
- Organizations provide free bus tokens to all volunteers.
- Government support newcomers with transportation expenses by subsidizing public transportation travel expenses
- Free TTC passes for seniors with low income
- Compensation for travel expenses to attend seminars, workshop and classes

## Housing

For new immigrants finding a suitable place to live in a safe and welcoming neighbourhood is an important first step towards successful settlement and integration. As Canada increasingly relies on immigrants to fill labour shortages, ensuring affordable housing for this segment of the population is vital for our economic growth and prosperity. However, homelessness, hidden homelessness, and the lack of affordable housing are critical problems in Toronto.

It is strongly recommended to secure housing prior to arrival simply because it is such a difficult and time-consuming task. It is possible to arrange rental apartment online, even friends or relatives can arrange it for a newcomer family. It is suggested that newcomers send a family member ahead of time to visit Toronto neighbourhoods, work with a real estate agent, broker or rental locator through phone or email, or view online classified advertisements.

However, when a newcomer has not made any pre-arrangements, there are many short-term alternatives, such as hotels, hostels, and vacant university residences, but those can become costly over time. Otherwise, there are some local immigrant-serving agencies that can help with housing needs. Toronto Community Housing Corporation (TCHC) and Scarborough Housing Help Centre (SHHC) are the two major institutions helping residents, including newcomers, to get affordable housing. However, it is not easy to obtain subsidized housing, due to very long waiting lists sometimes taking five to ten years for a family to obtain housing. On the other hand, poor maintenance and security conditions of community housing and other low cost housing units are major challenges. Cockroaches and bed bugs are very common not only in TCHC buildings, but also in many private apartment buildings.

Most newcomers look to rent in an apartment, condominium or house for their initial place of residence in Scarborough. This requires property management to request the tenant to sign a one year agreement, with two months' rent paid in advance. Some property management companies also offer \$50 to \$75 discount to tenants who sign a one year agreement and pay on the first of every month. There are also month-to-month agreements where management does not give any discount. In Scarborough there are also private house owners that rent out their house directly or through Scarborough Housing Help Centre.

The following are some of the key challenges faced by many newcomers in NWS neighbourhoods:

- There are many instances of newcomers being over-housed in apartments. There are instances where three families with children inhabit in a one or two-bedroom unit resulting in issues of "overcrowding", leaving neither family having their own home – they are overcrowded and are actually among a growing demographic of people experiencing "hidden homelessness"
- Some families are trapped in low-paying jobs, where personal space is at a premium and privacy is therefore non-existent. Negative impacts result on peoples' physical and mental health and within their family relationships, leading towards the development of conflicts within families and ultimately a tense, strained, anxious and unhappy environment ensues



- Despite overcrowding one needs to recognize and respect some newcomer households that contain nuclear families and extended families for cultural reasons not for economic necessity. It is vital that settlement workers do not offend newcomers by suggesting that living together with extended family is wrong
- NWS is located within Toronto boundaries and the prices of houses or monthly rent are comparable to that of Downtown Toronto, which are relatively high. Rent for a two bedroom apartment is \$1000 on average where more than 50% of the family income is spent to secure accommodations. In the case of people living on welfare, over 80% of income will be spent for housing.
- People in lower income groups are eligible for subsidized housing. However, long waiting periods (5 to 10 years) for subsidized housing, forcing low income groups towards either homelessness or sharing a basement with two or more families.
- Very few apartment management companies promptly response to tenants request for repairs, maintenance and other housing related issues. Also many take over a month to carry out simple repairs.
- Although there are vacant apartments with different options available for renting, it is not always easy for a newcomer family to rent one. Applicants have to submit a letter from their employer and bank statement showing the potential to pay rent for at least one year. In some cases, building management ask for six months advance deposits or a guarantor to rent an apartment.
- Apartments in priority neighbourhoods have become unsafe and newcomers have been targeted by various gangs who use the premises for illegal activity.
- There are publically known high rise buildings that house tenants that participate in anti-social and illegal activities such as prostitution and gang activities, posing unsafe environment for the other tenants.
- Most of the newcomers are not aware of their tenants' rights. Apartment management can exploit newcomers by ignoring requests for repairs and give eviction notices if anyone makes a complaint against the malpractices of the management. Settlement agencies do not have an adequate number of staff to outreach the entire geographic area to educate tenants on their rights and management responsibilities.
- Poor language skills (in English) are another barrier where tenants are unable to discuss with management and resolve their issues.
- Language skills of housing support settlement worker are also a barrier to serve some of the cultural communities and organizations that lack the resources needed to acquire adequate staffing. Locations of service providers are not convenient to clients and there is no transportation allowance provided
- Most of the settlement agencies have a limited working relationship with on-site housing/apartment management. Although it is a potential space to reach newcomers, often settlement agencies fail to make use of this opportunity.
- Lack of resources to improve poor safety and maintenance conditions, and to ensure there is a healthy living environment in public and private housing. Most newcomers remain living in the some builds despite poor living conditions, because they are scared to move to another apartment building or basement apartment.
- Lack of shelter support for youth and homeless is another common issue in NWS neighbourhoods. There is only one youth shelter, one adult shelter, one women shelter (mainly for victims of domestic violence and victims of torture) and one overnight shelter available for the entire Scarborough region.

#### Wishes of Newcomers:

- Easily accessible and affordable housing
- Reduced waiting periods for subsidized housing
- More available financial assistance for housing
- Extend financial assistance for provision of household furniture
- Immediate response from property management to tenant's work orders
- Higher level of hygienic conditions in apartments
- Ensure building safety and prevent anti-social activities



## **Food Security and Healthy Living**

Several studies done in Scarborough and Toronto show that newcomers to Canada face the stress of adjusting to a new life and sometimes a new diet. Newcomers are also less likely to be physically active than people who have been in Canada longer (Ontario's Action Plan to Healthier Eating and Active Living). Low income, cultural differences and language capacity are some of the factors affecting the diet of a newcomer family in Canada. Although there are a number of awareness programs conducted by mainstream organizations such as Toronto Public Health, various hospitals and Non-profit organizations, still there is a need to expand such awareness programs and guidance for healthy living.

Health Canada identifies the following factors as challenges to nutrition among newcomers:

- Language barriers
- Limited availability of traditional foods
- Differences in cooking methods and use of appliances
- Unfamiliarity with large grocery stores
- Unfamiliarity with the variety and packaging of foods available
- Lack of time to shop and cook

The following are some of the research findings:

- There is a high density of low income groups living in the North West Scarborough which lack community space, programs, services and resources such as recreation centres, childcare and affordable grocery stores
- There are very few agencies working with residents to support and alleviate the stresses of food security issues such as low income and healthy cooking techniques
- Majority of people had difficulty with diversifying their cooking habits due to lack of instruction
- In response to the growing number of children going to school hungry (TDSB reported that ¼ children go to school without breakfast or lunch)
- Healthy eating and active learning programs when combined often lead to healthier community conditions and stronger, deeper and longer lasting outcomes

## **Food, Clothing and Furniture**

There are a few non-profit organizations in NWS running food, clothing or furniture banks which provide services to refugees, low income families and families on social assistance. They provide food (mostly dry ration), basic furniture and clothing free of charge.

Agincourt Community Services Associations, Muslim Welfare Centre of Toronto, Salvation Army Community and Family Services, Ontario Vegetarian Food Bank and North American Muslim Foundation are the major food banks in NW Scarborough. Ontario Vegetarian Food Bank is the only food bank providing vegetarian food items, serving a larger catchment area. However, it operates only one day a week for two hours. Agincourt Community Services Association runs drop-in programs where homeless and families in need have access to fresh cooked meals. Malvern Community Centre also provides food supply to residents of the eastern part of the project area.

Muslim Welfare Centre of Toronto, Scarborough Center for Healthy Communities are the two major furniture banks in Scarborough. Therefore, are always in high demand. There are many families who do not have even basic furniture including beds, chairs or a dining table. Some families are forced to live with bed bugs since they cannot afford to buy a new bed and mattress.

Buying winter cloths, blankets, and other daily necessities is almost impossible for those in low income groups as a large portion of their salary goes to rent. There are few agencies in Scarborough that provide new and gently used clothing to those in need. There are a few thrift stores also available (Salvation Army and Goodwill) where clothes and furniture are available at much discounted prices.

In addition, there are a few community churches and faith-based groups that provide free clothing, food and small kitchen supplies. They mainly support refugee groups who do not receive much support from settlement agencies as that of landed immigrants.

### **Special Focus Groups**

The NWS LIP considered youth, women, people with special needs and seniors as four major groups needing more attention from settlement agencies and other service providers. Even though other groups such as children and adults are equally important, the LIP realised that these four groups are even more underserved and face more challenges in NWS neighbourhoods.

### **Youth Programs**

There are a number of organizations directly working with youth including Youthlink, Canadian Tamil Youth Development (CANTYD), East Metro Youth Services and YMCA. However, CANTYD serves only Tamil youth living in Scarborough. Agincourt Community Services Association, West Scarborough Neighbourhood Community Centre, Toronto Public Health, Centre for Information and Community Services, Ontario Canadian Centre for Victims of Torture, Catholic-Cross Cultural Centre, Tropicana and Operation Springboard are also conduct a number of programs for youth throughout NWS. The services provided by the aforementioned organizations range from after school programs, youth leadership and empowerment. The majority of the youth programs are conducted during the summer months as youth are usually more available to participate in such activities.

Steeles/ L'Amoreaux, two high priority neighbourhoods in NWS house many youth centred organizations compared to other neighbourhoods. One of the more notable and unique initiatives being Steeles/ L'Amoreaux Youth Empowerment (SLYE) network was established to serve youth in these two neighbourhoods. There is no similar coalition available in other neighbourhoods located east of Kennedy Road to engage youth in various programs at different levels.

There are some organizations that include Chinese Family Services of Ontario, CICS, ACSA, East Metro Youth Services and Toronto Public Health dealing with the increasing issues of substance abuse and gambling among youth in the NWS area. Also, recreational facilities and programs for youth are sometimes limited in variety or expensive to participate. Some other hidden issues facing youth in NWS are: newcomers becoming more connected to gang activity, child trafficking for sex trade work, racial division and prejudice among ethnic groups, and drug culture and its effects of youth. As these are hidden issues there is little if any statistical data, but have been brought forward by NWS LIP Partnership Council members who felt these should be included in the research findings.

- There are a number of agencies working in the Steeles/L'Amoreaux neighbourhoods with different programs for youth, but not as many are available in the more westerly part of the entire NWS project area
- There is a lack of multicultural and multi-lingual staff within organizations working with youth. Although translators/ interpreters are obtained through other institutions, at times there is a mismatch of capabilities where the translator may not understand the working environment and the context.
- There is a lack of parenting programs and cultural sensitivity training programs for parents. Limited translation and interpretation components within organizations are another issue in conducting successful parenting programs.
- It is difficult to engage parents as in many cases both of the parents are working and also have language barriers. It is hard to build rapport with parents as they do not understand how the social system works in Canada.
- There are limited recreational facilities for youths without user fees making it difficult for many newcomer families to take advantage of such facilities.

- Other than substance abuse and gambling, there are mental health issues that youth face but have not been addressed by agencies working in NWS due to lack of resources to meet the service demand.

## Programs for Seniors

Northwest Scarborough, like many other parts of Toronto is experiencing a larger number of elderly, where their population has increased by 10% to 15% (above 65 years) from 1996 to 2006 (Statistics Canada 2001 & 2006). Although there is no recent statistical data available, the trend will not change as baby boomers continue to age. In addition, there are seniors coming to this area from many different countries through family sponsorship programs. The majority of these new immigrants cannot communicate in English at all.

The needs of seniors vary from person to person depending on their health condition, living standards, and culture among many other factors. There is a tendency in some circumstances to admit elderly parents (usually above 75 years) to senior homes. Therefore, many seniors require opportunities for socialization, companionship, personal caregivers, proper nutrition, transportation and recreational facilities/programs to enjoy life.

CareFirst Seniors and Community Services Association, TransCare Community Support Services, Yee Hong Centre for Geriatric Care (Chinese and Japanese) and Mount Sinai Hospital Wellness Centre are some of the major organizations primarily serving seniors of NW Scarborough. These organizations provide transportation services, recreational, language education, health care and adult-day programs, meals on wheels, crisis intervention, , personal support, home making and supportive housing. Except TransCare Community Support Services all other organizations primarily serve the Chinese community. Centre for Information and Community Services of Ontario, Agincourt Community Services, Chinese Family Services of Ontario and Chinese Christian Mission of Canada are some other organizations conducting programs for seniors as part of their settlement services. Parks, Forestry and Recreation of City of Toronto also provide a number of free programs for seniors. Employment Ontario provides support to seniors to find a suitable job. There are other organizations located outside of Scarborough that provide different services such as Phone Buster & Senior Buster programs, legal support, LGBTQ seniors support, doctor search programs and support disabled seniors.

Some of the challenges faced by Seniors:

- Fewer recreational facilities for seniors geared towards their culture. For example, Chinese community and Tamil community (who are the majority in this area) expect culturally relevant recreation facilities. However, they do not often find any space. Most service providers are more concerned about health, food, home making and transportation difficulties and do not give much focus to the recreation needs of seniors.
- Apart from recreational facilities, seniors need common space to interact with peers. However, they are unable to find free space for these informal groups to gather.
- Few agencies are working with seniors and mainly focus on serving a specific cultural community. Therefore, seniors from other cultural backgrounds do not approach those organizations due to language and cultural barriers.
- There are seniors who are sponsored and brought to Canada by their children to look after their grandchildren. Later they are neglected as their support is no longer needed. Those seniors are unable to access any support in finding individual settlement due to language barriers and lack of information.
- Organizations working with seniors anticipate a sudden increase of seniors (result of a large number of baby boomers ageing) and worry they will be ill equipped to face that situation.
- Funding limitations force some organizations to rent office space not equipped to handle people with physical disabilities.
- Transportation is a key issue for seniors to get to a hospital, doctor office or shopping centre. Recently four organizations (Carefirst Seniors and Community Services Organization, TransCare

Community Support Services, Scarborough Centre for Healthy Communities and St. Paul's Community Centre) jointly launched 'Scarborough Ride' program where seniors can use the vehicles with a minimal charge to get to their doctor's appointment. However, this service is inadequate in assisting seniors including shopping and other daily needs.

#### Expectations of Seniors:

- More recreational centres with adequate facilities – to practice their cultural programs and games.
- Free space for social gatherings and interaction with peers
- More transportation facilities for shopping and other daily activities
- Free or subsidized TTC passes
- Ensure seniors' safety, security and protect them from abuse in seniors home

#### People with Special Needs

The REVEL program, provided by Corbrook Employment provides the opportunity for people with disabilities to participate in a variety of recreational, fitness, leisure and volunteer activities, enabling them to live more actively in their community. Besides Corbrook Employment, there is very little in regards to services for people with disabilities in the NWS area, despite the fact that there are people living with various physical disabilities including mobility issues, vision impairment and other challenges. However, there are organizations that provide services to seniors who have the above physical challenges. Also, access to organizations that are easily accessible for people in wheel chairs is very limited.

#### LGBTQ

There are a considerable number of lesbian, gay, bisexual and transgender community members living in NWS neighbourhoods but there is no recent data available. There are very few visible spaces welcoming and that engage the LGBTQ community. Even though there are a few organizations promoting positive space, visibility of those organizations is not significant compared to places like Church and Wellesley located in the downtown area. Currently, LGBTQ communities tend to travel downtown, as they perceive that none of the organizations in NWS would treat them equally, can cater to or understand their needs. It will be a hard task for a newcomer of this community to travel downtown for their every single need being unfamiliar with their new surroundings.

Due to a limited understanding about this community and attitudes generated through cultural and religious views, these pose a major barrier for the settlement agencies to open up a positive space to the LGBTQ community. OCASI's consortium of agencies serving immigrants provides a very positive space for the LGBTQ community and annually facilitates workshops and seminars to educate all service providers on issues faced by the LGBTQ community. Settlement service providers of northwest Scarborough should encourage their staff to participate in these programs and put them into practice as a step in creating positive space for the LGBTQ community.

#### Women

The majority of immigrant's in NWS are primarily from China followed by South Asian countries. Generally South Asian women participated less in the work force when living in their country of origin. When arriving to Canada they often experience economic pressures and find it necessary to gain employment in order to contribute to the household. It is more manageable for families with grown children to migrate to Canada and sustain family expenditures with adult children.

Families with very young children, mothers tend to stay at home to look after their children and save on day care costs. Often this leads to feelings of isolation as they spend most the day with their children at home and their social interactions are very limited. In addition, there have been cases where these women are subjected to domestic abuse and feel as if they can never come forward to make any complaints, in fear that their husband will be arrested, leaving them with no financial support.

Also, many families in the NW Scarborough area, experience conflict between parents and children where disagreements regarding children's relationships with peers, especially dating and having friends of the opposite sex. Due to the generation gap and cultural differences between parents and their children, disagreements may start as arguments but later escalate to physical abuse and/ or issues of forced marriage. Usually young girls are the victims of forced marriage, where their parents take them back home and force them to get marry. In worse cases young girls from the ages of 13 to 16 years old are forced to marry men who are more than twice their age and sometimes already have a family. These young girls are brought in as adopted daughters and forced to adjust to life with a first wife and children. Later these young girls may not able to live under the same roof and have to leave the house. If they have a younger child or children with them, can't speak English, have no knowledgeable skills, it will be extremely difficult for them to start a life on their own. Further, they do not have a legitimate marriage certificate they can use to take legal action and possibly acquire financial support.

There are a number of organizations including, but not limited to ACSA, CICS, Afghan Association of Ontario, CCVT, Chinese Family Services of Ontario, CANTYD, Mennonite New Life Centre, Tamil Eelam Society of Canada and Settlement Assistance and Family Support Services (SAFSS), and YWCA (locations just outside of the NWS area) that conduct various programs for women. These include language programs, conversation clubs, recreational activities, counselling to overcome stress and depression, awareness on women rights, women empowerment, parenting programs to educate parents and familiarize them with Canadian youth culture.

#### Expectations:

- More programs for mothers/ parents on health & nutrition, education of children
- Awareness on women rights and legal rights
- More legal assistance for women who are affected by domestic violence and work place sexual harassment
- Education and employment opportunities for single mothers who are victims of forced marriage
- Better childcare and child minding facilities for young mothers seeking education or employment opportunities

### **Immigrant Status and Settlement Support**

There are a number of settlement service providers that have been supporting conventional, protected refugees, and refugee claimants in addition to landed immigrants. Most of the funding for programs for refugees mainly comes from the provincial government. Even though federally funded projects are mandated to serve only permanent residents and conventional refugees, some agencies often support refugee claimants for not wanting to turn them away. In the case of refugee claimants, some of them are hesitant to visit a settlement service organization for any services. Considering this issue, some settlement service organizations have satellite locations at libraries and schools to meet adult refugee claimants who need help. Although there are some agencies funded to support refugee claimants (Ex: Newcomer Support Program – NSP) with basic needs, clients are not aware of these services.

Most refugee claimants, conventional or protected refugees, do not speak either official language fluently. They prefer to be serviced in their first language and they feel comfortable approaching only organizations which have staff speaking their language. Some settlement service agencies do not have multilingual staff to serve refugees from different cultural backgrounds. Thus, a lack of interpretation/translation services for people with refugee status is a major challenge for many organizations.

Refugee claimants and conventional refugees appreciate the support system that gives opportunities to work and improve their language skills. Most find attending ESL class helpful not only to learn the language, but also to expand their social network, learn about other cultures, and access information on other services available to them. They also benefit from the settlement programs provided at ESL centres.



Many conventional refugees stated that after they arrive in Canada as a refugee claimant, they received more support from faith-based groups than settlement service agencies. The support they received included clothing, kitchen supplies, food and support to find a place to live. In addition, there are resident groups who help refugees but with limited capacity. Often refugees need legal assistance and hiring a lawyer is very expensive. Even though they can apply to Legal Aid for financial support many newcomers are unaware of this service.

Respondents stated that the time it takes to approve their application for an immigration visa is too long. (Ex: On average it takes 2 to 3 years for most of the South Asian countries.) For family sponsorship it takes even longer. On the other hand, newcomers who obtained their citizenship are no longer eligible to obtain many services as a newcomer. These services include language training (LINC), Employment assistance and other settlement services. This mainly affect new mothers, as they are forced to stay home to look after their children and are unable to attend language programs for a lack of facilities that provide childminding for children less than 2 years old. When they are ready to attend a language program after 3 years, they are not eligible if they have obtained their citizenship.

Expectations of Newcomers (Refugees and Refugee claimants):

- Services should be provided in multiple languages.
- Shortened waiting time for status approval. The federal government should expedite approval processes and help newcomers to settle faster.
- Expedite the immigration process so that families can be together quicker. The government should shorten the sponsorship application process and give Visa's to support family reunions early as possible.
- All the settlement service providers should expand their program to serve refugees and support them to become independent.
- Flexibility in newcomer program eligibility criteria.

### **Welcoming Communities and Newcomer Integration**

Much of the research and interviews conducted revealed that the majority of newcomers approach their friends, relatives and neighbours for information regarding finding a job, schooling, where to buy groceries, and other necessary services and facilities. However, friends and relatives are not well informed, providing incorrect information, and at times misleading newcomers. When newcomers do not turn to friends or relatives, they have approached faith-based groups or other non-conventional sources for settlement information.

A newcomer usually only goes to a settlement service organization after two or three months of living in Canada. Currently resident and faith-based groups are helping newcomers by giving moral support, help to navigate neighbourhoods, and to fulfill day to day needs. Some residents establish close relationships with newcomers and help them as baby sitters, look after them when they are ill, and even help them to find temporary or survival jobs. Through educating the community on immigrant and newcomer issues and establishing strong community leadership, community groups will be better equipped to aid in the settlement process of a newcomer. This will be greatly beneficial to both settlement agencies as community members will play a key role to enhance the dissemination of correct information to and connect newcomers to the appropriate services.

Wishes of Newcomers and Stakeholders:

- Promote events from different cultural backgrounds and organize inter-cultural festivals for all community members
- Community leaders and residents should organize events which showcase different cultures and promote diversity.
- Improve awareness among local residents about newcomers and the services available to them. Residents can function as key informants helping newcomers to learn about the neighbourhood.

- Community and agencies extend their moral support to newcomers and create awareness on how to effectively begin a new life in Canada.
- More programs for immigrants to improve their skills and knowledge
- Community residents and settled immigrants support newcomers who were victims of torture / asylum seekers
- Identifying and support leadership of communities to help newcomers. Communities should be seen as a safety net for newcomers.
- Conduct workshops and interactive sessions to educate local residents and newcomers about one another, build rapport and lasting relationships
- School, community services, churches and libraries provide more space to community groups to have their meetings, events, etc.
- Federal and provincial governments give funds to local resident groups for community activities. Settlement agencies allocate funds to provide training to local community groups to help newcomers.
- Agencies partner with resident and faith-based groups to promote skills and talents.
- Cultural sensitivity training for ESL and LINC instructors – Provide better understanding of newcomers.
- Establish resident committees from different cultural backgrounds and enhance access to services.

### **Immigration Fraud and Newcomer Scams**

Canada is one of the best countries to live in and therefore attracts people from many countries. Canada gives opportunities to people from all over the globe and encourages them to apply for Canadian citizenship under different categories. People who are interested to migrate to Canada can apply as:

1. Skilled workers or professionals
2. Canadian experience class who have recent Canadian work experience or graduated and recently worked in Canada
3. Inventors, entrepreneurs and self-employed people who want to start a business in Canada
4. Provincial nominees - One of Canada's provinces or territories can nominate you to settle and work here
5. Family sponsorship

### **Immigration Fraud**

Under most of the aforementioned immigrant status, processing time is relatively long (2 – 3 years) except for the third and fourth options. If an applicant applies under the skilled worker category, processing will be expedited if that applicant has already secured a job in Canada.

Many applicants are not comfortable in completing their application form since English is not their first language and a small mistake can lead to rejection of their application. Therefore, most of the applicants seek support from a lawyer or immigration consultant. There are many genuine immigrant consultants that exist to help applicants fill out their application and coach them with their interview to obtain a Visa. However, there are some false consultants operating in many countries who promise that they can find newcomers good jobs or shorten their processing time. Usually they charge \$4000 to \$5000 for these types of services. The sad reality is that some consultants will not help speed up the application process but charge extra money, leaving the newcomers unaware that their application will go through the regular processing time. Also some consultants offer applicants forged documents as proof of employment by charging \$1000, stating it will help the applicant to obtain their Visa faster. Again, most of these consultants receive additional money from applicants but never really help them to get a Visa quicker. Unfortunately, these victims are not in a position to take legal action as they may not have the necessary evidence to prove.

## Newcomer Scams

Once a newcomer lands in Canada there are organized networks that target them in different ways, claiming they can enrich their lives. Most of them use attractive terms such as “self-employment with zero investment”, “work from home and earn \$5000 per month”, “run your own business and pay less tax” which seem very attractive to people desperately seeking employment.

Another type of scam includes companies trying to entice newcomers to sell unnecessary products or services. The newcomer will need to join the company either through paid membership or pay to receive some type of training. After joining, the newcomer will have to sell products/services as well as recruit new members. In particular to Scarborough, there is a company which sells life insurance and mortgages, and another company that operates as a virtual supermarket. They often appear at job fairs and recruit newcomers who are looking for lucrative employment. Both have characteristics of a pyramid scheme where they recruit new members to expand their lower level positions. Although, in the case of the insurance company they promise to provide a provincial license to sell life insurance, it is invalid if one wishes to work as a broker for another insurance company.

It can be really difficult to tell the difference between scams and legitimate opportunities, especially when it comes to work at home jobs. When you're searching for online jobs, you'll find many listings for data entry jobs. Though most postings are legitimate it can be difficult to tell the difference, especially for newcomers that don't understand the Canadian job market.

Wishes:

- More awareness about immigration consultants and how to verify whether they are accredited.
- Awareness about employment scams – Ex: multi level marketing scams and pyramid schemes

## Chapter 5: Newcomer Settlement Strategies

The Northwest Scarborough Local Immigration Partnership (NWS LIP) presents its local Settlement Strategies in two dimensions. First, by identifying areas of action and innovation under three major perspectives: enhancing access to information, community engagement in newcomers' settlement, and enhancing access to services. Second, the NWS LIP proposes strategic directions and activities based on the priority needs of newcomers that include employment, education, language training, health and wellness, housing and basic needs, and community engagement.

The NWS LIP Council will establish working committees to develop detailed action plan for different strategies relevant to priorities areas. Working Committees will identify one or more agencies to lead each key activity during the first year of the implementation phase. In addition, the Council will identify and connect the Working Committees and agencies with the relevant networks, coalitions and projects already operating in northwest Scarborough. This will enable better coordination and avoid duplication of services and efforts. For example, Neighbourhood Action Partnership (NAP) of Steeles/L'Amoreaux, Steeles/L'Amoreaux Youth Empowerment (SLYE) network and Scarborough Civic Action Network (SCAN) are some of the potential networks to connect with.

There are 16 strategies identified by the LIP Council to enhance newcomer settlement and integration.

### 1. Access to Information:

*“Today knowledge has power. It controls access to opportunity and advancement.”--Peter F. Drucker, American Educator and [Writer](#), b.1909*

The following are some key strategic directions identified to **improve access to effective and useful newcomer information and welcoming.**

### **Strategy # 1: Improve access to current and relevant settlement services information**

This strategy proposes to enhance access to newcomer services before and after migration. Access to both online information and printed guides will help newcomers to be pre-informed and be better equipped to access relevant services upon arrival in Toronto.

#### **Key Components**

- Provide recommendations to the federal and provincial governments to enhance access to relevant and current information to newcomers before their arrival.
- Provide recommendations to improve access to online newcomer settlement services information
- Explore the possibility of creating and maintaining a newcomer service providers website for Northwest Scarborough
- Provide recommendations to improve access to a comprehensive area specific newcomer arrival information package

#### **Remarks**

- Some of the activities need direct intervention from federal and provincial governments
- Northwest Scarborough newcomers stressed the need for pre-arrival orientation and information packages that will enable preparation before arriving in Canada.
- Partnership Council recommends to include information about a wide range of services. Ex: flyers/ pamphlets about housing services, health services and recreation services, etc.
- Arrangements to provide customized information based on the geographic location is expected by new immigrants
- Explore the possibility of developing a newcomer service directory for northwest Scarborough area

### **Strategy # 2: Increase capacity of all the newcomer resource centres in NWS to provide information about a wide range of services**

#### **Key Components**

- Equip resource centers at different settlement agency offices and community hubs with centre guidelines
- Share best practices among all resource centres and maintain consistency
- Facilitate a complete needs assessment and referrals at resource centres

#### **Remarks**

- Resource centres will help newcomers to get relevant and current information and easily access the services they are looking for
- Resource centre staff should be well informed about different services available in their area and continually update themselves with current information

### **Strategy # 3: Improve existing outreach methods and use a combination of tools to promote newcomer services**

#### **Key Components**

- Select and use effective and culturally appropriate techniques to outreach to clients
- Collaborate with other settlement service providers in the region to maximize resources

#### **Remarks**

- Outreach is a priority for service providers
- It is more effective and cost efficient for a number of agencies to collectively use local and culturally appropriate media for outreach

## 2. Community Engagement in Newcomers settlement:

*"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has." --Margaret Mead, American Cultural Anthropologist*

The following are some key strategic directions identified to **engage faith-based groups and residents groups, better equipped them to enable them to play valuable role in settling newcomers in their neighbourhoods.**

### **Strategy # 4: Strengthening the capacity of faith-based, resident and other community based groups to help newcomers**

#### **Key components**

- Strengthen the communities capacity through training and coaching them to be better equipped to support newcomers
- Expand the existing community resource pool of volunteers to connect newcomers with relevant service providers
- Explore opportunities to educate community groups on political / civic awareness and engage newcomers in the political process.
- Expand awareness of the community and amplify social cohesion through integration

#### **Remarks**

- Capacity building of community residents will help to create resource pools within neighbourhoods to support newcomers with their daily requirements and long term settlement needs
- The LIP will utilize resources and support from networks like Neighbourhood Action Partnership (NAP) and others operating in the neighbourhoods of the NWS catchment area

### **Strategy # 5: Explore opportunities for newcomer service providers and community groups to collaborate to support newcomers in the settlement process**

#### **Key Components**

- Identify different models for newcomer service providers to engage community groups and improve working relationships
- Newcomer service providers collaborate with community groups to promote their services
- Promote newcomer service providers that engage potential resident and faith-based groups to lead newcomer support activities
- Connect newcomer service providers with community centres, places of worship and schools to create space for social integration
- Organize community led neighbourhood tours, orientation sessions, social gatherings and cultural activities to connect newcomers with their neighbourhoods

#### **Remarks**

- There are some networks already operating in some of the neighbourhoods in the NWS catchment area. Ex: Neighbourhood Action Partnership (NAP), Steeles/L'Amoreaux Youth Empowerment (SLYE)



- LIP will work closely with those networks to learn best practices and connect better with community groups
- LIP will work on new initiatives and build on some initiatives already in place and take the necessary steps to expand them to the entire catchment area

### 3. Access to Services:

*"Without community service, we would not have a strong quality of life. It's important to the person who serves as well as the recipient. It's the way in which we ourselves grow and develop."* -- **Dorothy Height**, African-American Teacher, Social Activist

The following are some key strategic directions identified to **ensure effective service delivery through coordination and partnership among settlement service providers and other stakeholders**

#### **Strategy # 6: Enhance organizational and individual staff capacity to provide improved services to newcomers**

##### **Key Components**

- Identify different mechanisms to improve the capacity of service providers using internal resources and expertise.
- Mobilize external resources to train and educate settlement workers where appropriate
- Strengthen and expand networks among frontline staff from different newcomer service providers
- Organize an Information fair – A platform to display the programs and services of newcomer services providers

#### **Strategy # 7: Explore possibilities to establish one-stop service centres providing multiple services from one location**

##### **Key Components**

- Collaborative planning among newcomer service providers in Northwest Scarborough
- Establish one-stop service locations to enhance newcomer services through coordination of agencies to share space

##### **Remarks**

- Establishment of a community hub in Steeles/L'Amoreaux is already underway. The LIP will make use of this hub and also explore the need for additional one-stop service locations
- One-stop service locations are one of the priorities of newcomers and residents in Northwest Scarborough

#### **Strategy # 8: Promote inter-organizational collaboration and explore opportunities to develop program based partnerships among agencies to expand services and optimize the use of resources**

##### **Key Components**

- Explore co-location and encourage organizations to provide their services in a central location convenient to clients
- Strengthen existing sector focused networks among service providers and expand to other potential organizations
- Explore opportunities to promote itinerant services to fulfill different service needs
- Explore opportunities for formal partnerships among service providers and joint project execution mechanisms to expand service coverage
- Partner organizations explore opportunities to establish formal relationships with community groups to outreach and serve clients more effectively

**Remarks**

- Co-locations will help newcomers to receive many services from one location and help service providers to reach a larger number of clients.

**Strategy # 9: Create a space for organizations to share best practices, identify barriers and collectively address policy level challenges with funders and policy makers****Key Components**

- Re-design the Northwest Scarborough LIP website to support networking among partner organizations, share ideas and provide feedback.
- Facilitate regular program review meetings among Partnership Council member organizations
- Identify a mechanism to address policy level and systemic challenges

**Sector Specific Strategic Directions****Employment and Language Development****Strategy # 10: Increase access to professional training, employment opportunities and support systems for newcomers****Key Components**

- Employment service organizations expand networking with leading recruiting agencies and employers in Scarborough and Toronto
- Increase opportunities for newcomers to acquire volunteering, internships or placement in their professional field faster
- Increase resource pools of mentors who have expertise in varying professional fields to help newcomers
- Provide better skill development training
- Explore the possibility of improving access to support systems for working parents and parents searching for a job
- Improve access to childminding and other support services for newcomer parents during their job search

**Remarks**

- LIP will utilize existing Job Developer networks to initiate some of the proposed activities
- LIP will also outreach to medium and larger employers of selected sectors to improve relationship between employers and employment agencies that will enhance employment opportunities for newcomers
- Increasing paid placement opportunities is one of the priority areas identified by the Partnership Council

**Strategy # 11: Increase access to language training programs through coordination among service providers****Key Components**

- Explore opportunities to have language training centres located at easily accessible locations
- Streamline language classes and make the eligibility criteria more flexible to provide opportunities to all immigrants to improve (official) language skills
- Explore the possibilities to improve childminding for all language training programs and provide support or subsidy for daycare expenses
- Increase the availability of language training in the work place

**Strategy # 12: Enhance services in multiple languages and improve access to language interpretation services****Key Components**

- Establish a pool of interpreters/ translators to serve across different sectors
- Explore the possibility to sponsor training of volunteer interpreters to obtain formal, professional interpreter/ translator qualification
- Create funding provisions to hire interpreters when needed

**Remarks**

- There is a great need for skilled translators / interpreters in Northwest Scarborough. Ex: Chinese and Tamil languages

**Health Care****Strategy # 13: Enhance access to health services through close working relationships among all physical and mental health service organizations****Key Components**

- Explore the possibility of forums or consortiums for health service providers to coordinate services and collectively address common issues
- Coordination among health service providers and settlement service providers to improve health care for newcomers
- Improve access to general health and mental health services at hospitals, doctors' offices and health centres
- Facilitate training and capacity building of all newcomer settlement workers on health and mental health
- Make education on healthy life style practices more accessible to the community

**Remarks**

- LIP suggests to improve health services for all regardless of citizenship status
- Removal of 3 month OHIP waiting period is another priority newcomers expected from the provincial government

**Housing & Basic Needs****Strategy # 14: Build a network of organizations to coordinate and improve access to housing and other basic needs services****Key Components**

- Collaborate with other organizations to educate newcomers on tenants rights and responsibilities
- Advocate with authorities to enhance early access to affordable housing and quality service
- Promote healthy living conditions among newcomers
- Explore opportunities to form a coalition to enhance the provision of food, furniture and clothing services to people in need
- Outreach to the private sector for sponsorship and donations to increase services to people in need
- Support newcomers to adapt to a new environment
- Educate newcomers on their environmental responsibilities
- Educate newcomers on financial systems and income management
- Enhance community safety

**Remarks**

- Some of the proposed activities have already been initiated by some of the member agencies. The LIP will support to expand those activities to serve larger newcomer communities. Ex: Toronto Public Health, Scarborough Housing Help Centre, YMCA, etc.

## **Recreation and Physical Activity**

### **Strategy # 15: Improve recreation facilities for different demographic groups of Northwest Scarborough**

#### **Key Components**

- Collaboration with recreation centres, school boards and settlement agencies to provide space for ethno cultural recreational activities
- Explore possibilities of using other available space such as community halls, churches and schools for recreation

## **Family Services/ Legal Support**

### **Strategy # 16: Improve legal support and immigration support services in Northwest Scarborough**

#### **Key Components**

- Networking and coordination among organizations who currently provide legal support in Northwest Scarborough
- Develop partnerships and collaborations with legal service providers located downtown and other areas
- Provide counselling in different languages through coordination among organizations who conduct family counselling
- Educate residents and newcomers about common fraud and scams (Ex: immigration, employment, marriage, etc.)

## **Conclusion and Future Direction**

The strategies and broader activities explained in this chapter are developed based on the research findings and suggestions made by community members, newcomers and newcomer service providers. Some of the recommendations need macro level interventions and the NWS LIP Council seeks support from the federal and provincial governments and the city to implement these recommendations. The draft strategies and proposed actions will be used to identify activities and resource requirement and develop a detailed Implementation Plan.

The NWS LIP Council will continuously work together to improve the Settlement Strategies and the Implementation Plan during the next three month period. The Project Management Team (PMT) will conduct three Community Summits to present the draft Settlement Strategy and then the draft Implementation Plan. Following the consolidation of all the feedback from community members and Partnership Council, the final draft of the Settlement Strategy and Implementation Plan will be submitted to CIC.

The PMT and Partnership Council will continue to invite potential organizations operating in northwest Scarborough to join the Council. Partnership Council members will spend time and resources consulting with among each other and external key stakeholders to establish a mechanism that can sustain LIP initiatives in the long run. The Partnership Council members will also advocate within their organizations to incorporate recommendations for collaboration and coordination in their future programs.

## Northwest Scarborough Local Immigration Partnership Implementation Plan

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
<b>Strategy # 1: Improve access to current and relevant information on settlement services for newcomers planning to migrate to Toronto</b>				
1.1 Provide recommendation to Federal and Provincial governments enhance access to pre-arrival information	<ul style="list-style-type: none"> <li>Advocate with the Federal and Provincial government to provide: <ul style="list-style-type: none"> <li>a comprehensive newcomers guide when issuing Visa's (X)</li> <li>DVD's with necessary instructions and guidance (X)</li> </ul> </li> <li>Explore opportunities for government partnering with settlement service organizations (in Toronto) to provide orientation sessions</li> </ul>	<p>Working Committee</p> <p>Partnership Council Agencies deliver settlement services</p>	Long Term/ On-going	<b>Assumptions:</b> Government funds and supports the development of information guides and conduct orientation sessions
1.2 Provide recommendations to improve access to online settlement service information	<ul style="list-style-type: none"> <li>Provide suggestions to improve the layout and content of major government &amp; other immigration/ newcomer related websites (X)</li> <li>Advocate to provide information on a wide range of services relevant to diverse immigrant groups (in different languages) and update the information regularly (X)</li> </ul>	Partnership Council Working Committee (1)	<p>Short Term/ On-going</p> <p>Long Term</p>	Federal and Provincial governments and immigrant service providers in Toronto have to work together to improve website content and accessibility
1.3 Explore possibility of creating and maintaining a newcomer service providers website for Scarborough	<ul style="list-style-type: none"> <li>Identify a lead to maintain the website (X)</li> <li>Generate ideas about required features, structure and service information for a dynamic website (X)</li> <li>Create, test and launch the website that provides information with customizing options (\$\$)</li> <li>Explore the possibility of creating a blog, online forum and other interactive tools to connect agencies and newcomers for information sharing and discussion (\$\$)</li> </ul>	<p>Working Committee (1)</p> <p>LIP Management Committee</p>	Short Term/ On-going	
1.4 Provide a comprehensive information package specific to the	<ul style="list-style-type: none"> <li>Review the current arrival information package (X)</li> <li>Recommend to add information about a wide range of important services and present the details in a organized manner<sup>4</sup> (X)</li> </ul>	<p>Working Committee</p> <p>Partnership Council</p>	Short Term/ On-going	Citizenship and Immigration Canada (CIC) provide funding and improve the content of the package

<sup>4</sup> Currently, information about housing, health, mental health, services for seniors, youths and recreation services are not included in the arrival package. It was recommended to use a file with dividers to present the information about different services



Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
neighbourhoods newcomers wish to reside	<ul style="list-style-type: none"> <li>Explore the possibility to provide customized information<sup>5</sup> about services in a specific location<sup>6</sup> (X)</li> <li>Explore the possibility of publishing and distributing a newcomer service directory<sup>7</sup> for North West Scarborough (\$\$)</li> </ul>		Long Term	
<b>Strategy # 2: Increase the capacity of newcomer resource centres in Northwest Scarborough to provide information about a wider range of services</b>				
2.1 Equip resource centres at settlement agency offices and community hubs with centre guidelines	<ul style="list-style-type: none"> <li>Identify required additional features for resource centres (X)</li> <li>Explore the possibility of branding all resource centres with common features for easier recognition (\$)</li> <li>Explore the possibility to establish resource centres at hub(s) within NW Scarborough (\$)</li> </ul>	Working Committee, Agencies have newcomer welcome centres	Long Term	<b>Assumption:</b> Adequate funding is secured to upgrade welcome centres
2.2 Share best practices among all the resource centres and maintain consistency	<ul style="list-style-type: none"> <li>Develop a management guide that governs functions of resource centres (\$)</li> <li>Recruit and provide uniform training to staff members of resource centres (\$)</li> <li>Consistent evaluation of services provided by all resource centres and follow-up (\$)</li> </ul>	Working Committee, Agencies have newcomer welcome centres	Short Term/ On-going  Long Term	Each organization will assess the training needs of their frontline staff
2.3 Facilitate comprehensive needs assessment and referrals at welcome centres	<ul style="list-style-type: none"> <li>Review &amp; modify existing need assessment tools (if needed) (\$)</li> <li>Enhance networking among all the agencies to ensure better referral services (X)</li> <li>Connect newcomers with their cultural community where appropriate (X)</li> </ul>	Working Committee, Agencies have newcomer welcome centres	Short Term/ On-going	• Clients should be given an orientation before starting the assessment
<b>Strategy # 3: Improve existing outreach tools and use a combination of methods to promote newcomer services</b>				
3.1 Identify and use	Identify and apply the tools that help to reach	Working Committee	Short Term/	

<sup>5</sup> Make printed guides, including all the agencies serving NW Scarborough with their website addresses, available at welcome centres, libraries and settlement agency offices

<sup>6</sup> An officer is available at the airport to give a print out with customized information about agencies and services in a selected area or neighbourhood

<sup>7</sup> Information ranged from newcomers services, essential services, transport, police and education will be included

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
effective and culturally appropriate techniques to outreach more clients	<ul style="list-style-type: none"> <li>different ethnic communities (X)</li> <li>Explore the possibility of agencies to collectively use popular local media for outreach (\$)</li> <li>Make use of faith-based groups and resident groups to promote newcomers services (\$)</li> </ul>	(4), S/L'Am - ANC, Toronto Public Library, Polycultural Immigrant and Community Services (PICS)	On-going	
3.2 Collaborate with other settlement service providers in the catchment area to maximize resources	<ul style="list-style-type: none"> <li>Identify agencies that are interested in collaborative outreach (X)</li> <li>Explore the possibility of sharing staff and other resources for outreach and service promotion (\$)</li> <li>Organize information fair/ job fair to connect with newcomers and improve networking among service providers (\$\$\$)</li> </ul>	Partnership Council Working Committee (2)	Short Term Long Term/ On-going	<ul style="list-style-type: none"> <li>Council will explore the possibility for different agencies to collectively utilize appropriate media for promotion</li> </ul>
<b>Strategy # 4: Strengthen the capacity of faith-based, resident and other community based groups to help newcomers</b>				
4.1 Strengthen the capacity in the community through training and coaching to enhance better support to newcomers	<ul style="list-style-type: none"> <li>Create an inventory of faith-based and community groups that are interested in serving newcomers (\$\$)</li> <li>Identify available training guides and customize to educate community groups on newcomer settlement services (\$\$\$)</li> <li>Facilitate selection and training<sup>8</sup> of different faith-based, resident, and other community based groups (\$\$\$)</li> <li>Provide ongoing support and training to these groups (\$\$)</li> </ul>	<ul style="list-style-type: none"> <li>Working committee (4)</li> <li>Partnership Council NAP - Engagement Committee, S/L'Am - ANC</li> </ul>	Short Term  Long Term	
4.2 Expand existing community resource pool of volunteers to approach and connect newcomers with relevant service providers	<ul style="list-style-type: none"> <li>Connect with ethno-cultural media to advertize and recruit (\$\$)</li> <li>Identify interested individuals to work as volunteers within the community (\$\$)</li> <li>Identify agencies that are interested in collaboration to support volunteer recruitment, training and retention (\$\$)</li> <li>Collaborate with other agencies to use the pool of volunteers effectively(\$\$)</li> <li>Organize volunteer forum – volunteer recognition,</li> </ul>	Working Committee (4) Organizations have volunteer coordinators PICS, S/L'Am - ANC	Short Term  On-going	

<sup>8</sup> LIP will work closely with NAP, SYLE other existing networks to get their support in the capacity building process

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
	compensation, regular training and information fairs. (\$\$)			
4.3 Explore opportunities to educate community groups on political / civic awareness and engage newcomers in the process.	<ul style="list-style-type: none"> <li>Identify areas to promote civic engagement<sup>9</sup> and awareness (\$\$)</li> <li>Identify place based tools to engage community groups (\$\$)</li> <li>Engage other stakeholders to expand on-going civic awareness programs (\$\$)</li> <li>Support agencies to engage community members in civic and political awareness programs (\$\$)</li> </ul>	<ul style="list-style-type: none"> <li>Working Committee (4)</li> <li>Partnership Council</li> <li>ACSA - SCAN</li> </ul>	Short Term  Long Term/ On-going	
4.4 Expand awareness of the diverse community and strengthen social integration	<ul style="list-style-type: none"> <li>Create inventory and review agencies conducting orientation and exposure to Canadian culture and places of interest (\$\$)</li> <li>Explore the possibility of engaging mainstream organizations and government institutions in the social integration process (\$\$)</li> </ul>	Working Committee (4) Toronto Public Library	Short Term and On-going	
<b>Strategy # 5: Explore opportunities for service providers and community groups to collaborate in the newcomer settlement process</b>				
5.1 Identify different ways for service providers to engage community groups and improve working relationship	<ul style="list-style-type: none"> <li>Create inventory of faith-based and residents groups already working in collaboration and/ or interested in collaboration (X)</li> <li>Study different service provider - community group collaboration/ partnership models (X)</li> <li>Select suitable models to establish working relationships (X)</li> </ul>	Working Committee (4) NAP, SLYE	Short Term/ On-going	<ul style="list-style-type: none"> <li>Community groups – refers to resident groups, community clubs, youth clubs and faith-based groups</li> </ul>
5.2 Promote services through agency - community collaboration	<ul style="list-style-type: none"> <li>Facilitate orientation and training of community groups on services and outreach methods (\$\$)</li> <li>Service providers coordinate outreach activities led by the community groups (\$\$)</li> <li>Service providers support, coordinate and value the contribution of community groups (\$\$)</li> </ul>	Working Committee (4) NAP, Agencies work closely with community groups	Long-term and ongoing	
5.3 Engage potential residents and faith-based groups to lead	<ul style="list-style-type: none"> <li>Support community led community tours, orientation sessions, social gatherings &amp; cultural activities (\$\$)</li> </ul>	Working Committee (4) Partnership Council,	Short Term / On-going	

<sup>9</sup> Civic engagement means working to make a difference in the civic life of our communities and developing the combination of knowledge, skills, values and motivation to make that difference. It means promoting the quality of life in a community, through both political and non-political processes

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
newcomer support activities	<ul style="list-style-type: none"> <li>Explore the possibility of facilitating street festivals or community fairs (\$\$)</li> <li>Support community groups to implement community initiated small projects<sup>10</sup> (\$\$\$)</li> </ul>	Toronto Public Library	Long Term	
5.4 Connect newcomer service providers with community centres, places of worship and schools to create additional space for social integration	<ul style="list-style-type: none"> <li>Strengthen the network with libraries, community centres, schools, places of worship and local businesses to secure free space for community gathering and cultural events (\$\$)</li> <li>Connect resident groups with agencies that offer free space (X)</li> <li>Support community centres, libraries and schools to organize cultural events (\$\$\$)</li> <li>Support newcomer community group gatherings quarterly or annually (\$\$)</li> </ul>	Working Committee (4) Partnership Council Toronto Public Library, PICS	Short Term/ On-going  Long Term	
<b>Strategy # 6: Enhance organizational and individual staff capacity to provide improved services to newcomers</b>				
6.1 Improve capacity of service providers using internal resources and expertise.	<ul style="list-style-type: none"> <li>Make an inventory of existing skills and expertise of member organizations (X)</li> <li>Support to conduct appropriate training for frontline staff (\$\$)</li> <li>Promote network among the frontline workers of all the settlement agencies<sup>11</sup> (\$)</li> </ul>	<ul style="list-style-type: none"> <li>Working Committee (1)</li> <li>Partnership Council</li> </ul>	Short Term  On-going	Schedule training events well in advance so that staff can work into their schedules
6.2 Mobilize external resources to train and educate settlement workers where appropriate	<ul style="list-style-type: none"> <li>Identify no cost training programs offered by different agencies and secure space for staff (X)</li> <li>Exchange of resource persons within the partner organizations(\$)</li> <li>Mobilize resources from different agencies to train staff members where cost is involved (\$\$)</li> <li>Negotiate with funders for additional resources to provide advanced training (\$\$)</li> </ul>	<ul style="list-style-type: none"> <li>Working Committee</li> <li>Elizabeth Fry, SHHC, HongFook</li> </ul>	Long Term/ On-going	External institutions - Ex: OCASI, United Way Toronto
<b>Strategy # 7: Explore possibilities to establish one-stop service centres that provide multiple services from one location</b>				
7.1 Create opportunity for	Continue community consultation to identify	Working Committee	Short Term	

<sup>10</sup> Small projects range from small business start ups, community gardening projects, home gardening workshops, community cleaning projects, etc.

<sup>11</sup> There is a network for non-settlement agencies – “Scarborough Action Committee (SAC) : Members are from community support services

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
collaborative planning among newcomer service providers in North West Scarborough	<ul style="list-style-type: none"> <li>changing needs and expectations (\$\$)</li> <li>• Coordinate and work closely with existing hub initiatives (X)</li> <li>• Conduct planning meetings among service providers (\$\$)</li> <li>• Identify key locations to establish one-stop service centres<sup>12</sup> (X)</li> <li>• Identify a lead agency to manage and maintain the center (\$\$\$)</li> <li>• Develop management guide and protocol to coordinate activities for one-stop service centres (\$)</li> </ul>	(1) ACSA, Youth Link	Long Term/ On-going	
7.2 Enhance newcomer services through coordination among agencies at shared space	<ul style="list-style-type: none"> <li>• Identify resources and capacity building requirements (X)</li> <li>• Mobilize locally available resources and Identify potential funders to obtain funding and resources(\$\$)</li> <li>• Provide different services with better coordination (\$\$)</li> <li>• Invite other service providers to provide itinerant services based on service demands (\$)</li> </ul>	Working Committee (1) Management Committee	Short Term/ On-going	
<b>Strategy # 8: Promote inter-organizational collaboration and explore opportunities to develop program based partnerships to expand services and optimize the use of resources</b>				
8.1 Explore opportunities for co-location among different organizations to provide their services in a central location convenient to clients	<ul style="list-style-type: none"> <li>• Study the existing co-location models (X)</li> <li>• Identify geographic locations need services from different service providers (X)</li> <li>• Select appropriate models for service providers interested in collaboration (X)</li> <li>• Mobilize additional resources to expand services (\$\$)</li> <li>• Conduct on-going evaluation to study the changing needs and review the working arrangement (\$\$)</li> </ul>	<ul style="list-style-type: none"> <li>• Working Committee (1)</li> <li>• Management Committee</li> <li>• ED/ Head of the organizations</li> </ul>	On-going/ Long Term	Develop /use existing guideline for space sharing (if needed)
8.2 Partner organizations	<ul style="list-style-type: none"> <li>• Create inventory and study the key features of</li> </ul>	• Management	Short term	Develop Terms of

<sup>12</sup> One-stop Service centre is one of the key priority expectations of community members of NWS. Community members have voted for one-stop service strategy during the NWS LIP Community Summits held in November 2010 and January 2011.



Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
outreach to other agencies in the same sector and network to provide coordinated services	<ul style="list-style-type: none"> <li>existing networking models (X)</li> <li>• Call for 'expressions of interest' from service agencies to join existing networks or establish new networks (X)</li> <li>• Select a lead agency to coordinate network activities (X)</li> <li>• Explore opportunities to train the networking committees (\$\$)</li> <li>• Facilitate network meetings and promote partnership/ collaboration through the network (\$\$)</li> </ul>	<ul style="list-style-type: none"> <li>Committee</li> <li>• Partnership Council</li> <li>• NAP</li> <li>• Committee of Existing networks</li> </ul>	On-going/ Long Term	References and letter of agreement where appropriate
8.3 Explore opportunities to promote Itinerant services to fulfill different service needs	<ul style="list-style-type: none"> <li>• Create inventory of services not available in NWS and service demand (\$)</li> <li>• Identify and connect with agencies to provide those services (\$)</li> <li>• Outreach and partner with agencies located outside to bring those services to NW Scarborough (\$)</li> </ul>	• Working Committee	Short term and On-going	
8.4 Form partnerships among service providers for joint project execution mechanisms to expand service coverage	<ul style="list-style-type: none"> <li>• Study the existing partnership models (X)</li> <li>• Expression of interest from service providers for partnership (X)</li> <li>• Facilitate partnership planning meetings (\$\$)</li> <li>• Develop joint project proposals by member agencies (\$)</li> <li>• Facilitate development of evaluation tools to measure outcome and take corrective measures (thru collaborative effort) (\$)</li> </ul>	Management Committee Partnership Council	Long Term and On-going	
<b>Strategy # 9: Create a space for organizations to share best practices, identify barriers and collectively address policy level challenges with funders and policy makers</b>				
9.1 Re-design North West Scarborough LIP website to support networking among partner organizations, share ideas and provide feedback	<ul style="list-style-type: none"> <li>• Review the existing content and identify required features to make the website as a tool for effective communication (X)</li> <li>• Redesign and upgrade the website (\$\$)</li> <li>• Advertize and promote the website among newcomers and service providers (\$\$)</li> <li>• Periodically update the website and encourage member agencies to be more involved in website management (\$)</li> </ul>	Management Committee LIP staff	Short Term  On-going	
9.2 Facilitate regular	• Facilitate regular program review meetings among	Management	Short Term/	

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
program review meetings among the Partnership Council member organizations	agencies working in collaboration/ partnership (\$\$) • Establish a forum to discuss programmatic issues and find solutions (\$\$) • Identify common barriers and collectively resolve issues that can be addressed locally (\$\$) • Support to create a platform to advocate at Federal, Provincial and Municipal levels to influence policy changes(X)	Committee	On-going  Long Term	
<b>Strategy # 10: Increase access to professional training and employment opportunities for newcomers</b>				
10.1 Employment service organizations expand networking with leading recruiting agencies and employers in Scarborough and Toronto	• Strengthen the relationship among the employment services agencies (X) • Outreach to small and medium level employers and expand their networks (\$\$) • Explore the possibility to obtain support from TRIEC to network with larger employers (X) • Strengthen and expand existing network among employment agencies <sup>13</sup> (X) • Conduct job fairs to connect newcomers & employers (\$\$) • Organize employer events where employers can explain their expectations to employment services and newcomers (\$\$) • Explore the possibilities to connect with relevant institutions to increase support for small business start up (\$)	• Working Committee (2) • Partnership Council • PICS • Employment Ontario • Commercial banks	Short Term/ On-going and Long Term	
10.2 Increase opportunities for newcomers to acquire volunteering, internships and placement in their	• Generate awareness about accreditation process and connect with regulatory bodies (\$) • Advocate to expedite credential assessment process (\$) • Obtain assistance from educational institutions to train, retrain & update skills (\$)	Working Committee (2)	Long term and On-going	

<sup>13</sup> There is an existing network among job developers of employment service organizations. It is good to make use of this kind of network to train each other, share information, etc. CICS, CCS and some other organizations are part of Centennial college advisory board – This is a great opportunity to connect with educational institutions

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
professional field faster	<ul style="list-style-type: none"> <li>Explore the possibility of increasing paid placement (\$\$)</li> <li>Advocate with funders to provide more incentives for employers to hire, train and retrain newcomers (\$\$)</li> </ul>			
10.3 Increase pool of mentors who have expertise in varying professional fields	<ul style="list-style-type: none"> <li>Advertise and recruit more mentors (\$\$)</li> <li>Connect with TRIEC to increase access to mentors faster (X)</li> <li>Promote a viable network of mentors (\$\$)</li> <li>Orientation sessions for mentors to explain their roles and agencies' expectations (\$\$)</li> </ul>	<ul style="list-style-type: none"> <li>Working Committee (2)</li> <li>TRIEC</li> </ul>	Short Term/ and On-going	
10.4 Provide better skills development training	<ul style="list-style-type: none"> <li>Expand occupation specific language training (\$\$)</li> <li>Connect clients with career counselors/ employment advisors to help in choosing suitable training programs (\$\$)</li> <li>Connect with training programs offered by different institutions in Toronto (\$)</li> <li>Coordinate and support to increase skills training that match with the current labour market (\$\$\$)</li> </ul>	<ul style="list-style-type: none"> <li>Working Committee (2)</li> <li>PICS</li> <li>ACSA - ISAP</li> </ul>	Long Term	There are 27 regulated occupations. Currently language training is available for only 6-7 occupations
10.5 Explore the possibility of improving access to support systems for working parents or those planning to join the workforce	<ul style="list-style-type: none"> <li>Negotiate with funders to expand available child minding service to accommodate occasional needs (X)</li> <li>Explore additional funding &amp; resources to increase the capacity to accommodate more children in child minding program (\$\$)</li> <li>Explore funding to provide training on Home-based Childcare<sup>14</sup> (\$\$)</li> <li>Strengthen networking and coordination among all the child care service providers and child minding centers<sup>15</sup> (\$\$)</li> <li>Advocate with the City of Toronto and other relevant authorities to expedite daycare fee subsidy approval for working parents (\$)</li> </ul>	Working Committee (5)	Long Term	

<sup>14</sup> There are many informal childcare service providers with less or no training on Childcare. This train will help them to provide a professional service.

<sup>15</sup> This will help to optimise available resources for childcare support.

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
<b>Strategy # 11: Increase access to language training programs through coordination among service providers</b>				
11.1 Explore opportunities to have language training centres located at more easily accessible location	<ul style="list-style-type: none"> <li>Conduct coordination meetings among agencies to identify accessibility issues (X)</li> <li>Agencies consult with the community to identify solutions for identified issues (\$\$)</li> <li>Co-locate the language classes where appropriate (\$\$)</li> </ul>	Working Committee (2)	Short Term  Long Term	TCDSB and TDSB can partner with agencies reducing their language classes
11.2 Streamline language classes and be flexible with eligibility criteria to provide opportunities to all immigrants to improve language skills	<ul style="list-style-type: none"> <li>Advocate for a coordinated system of language assessment and referrals for all language programs (X)</li> <li>Introduce standardized milestone testing for clients (\$)</li> <li>Advocate with CIC to open eligibility for “Language Instruction for Newcomers to Canada” (LINC) classes to all citizens (X)</li> </ul>	<ul style="list-style-type: none"> <li>Working committee (2)</li> <li>Partnership Council</li> </ul>	Short Term  On-going  Long Term	Sharing of resources developed through either federal or provincial funding in all programs
11.3 Explore the possibilities to improve childminding support for all language training programs and provide daycare support	<ul style="list-style-type: none"> <li>Advocate with City authority to provide child subsidy for clients following ESL classes (similar to LINC program) (X)</li> <li>Advocate with funders to provide resources to provide child minding for ESL programs (\$)</li> <li>Explore the possibilities to utilize available resource within the organizations to provide child minding support for non-LINC students (X)</li> </ul>	<ul style="list-style-type: none"> <li>Working Committee (2)</li> <li>Partnership Council</li> <li>TDSB</li> <li>TCDSB</li> </ul>	Long Term	ESL - English as a Second Language
11.4 Increase availability of language training in the work place	<ul style="list-style-type: none"> <li>Call for expression of interest for language classes in the work place (X)</li> <li>Develop guideline or Terms of Reference with employers<sup>16</sup> (X)</li> <li>Conduct periodic evaluation to assess achievement level and follow up (X)</li> </ul>	<ul style="list-style-type: none"> <li>Working Committee (2)</li> <li>TCDSB</li> </ul>	Long Term/ On-going  Short Term/ On-going	This can be started as a pilot project and continue based on the results
<b>Strategy # 12: Enhance services in multiple languages and improve access to language interpretation services</b>				
12.1 Establish a pool of interpreters/	<ul style="list-style-type: none"> <li>Identify agency staff with potential skills (in different languages) (X)</li> </ul>	Working Committee (5)		This can be done in partnership with

<sup>16</sup> Guideline includes contribution of employer, time commitment, length of the contract period, etc

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
translators to serve across different sectors	<ul style="list-style-type: none"> <li>Provide professional training to selected staff on interpretation and translation (\$\$)</li> <li>Identify licensed interpreters and translators in the community and connect with them (X)</li> <li>Share information among organizational networks about locally available individual translators (X)</li> <li>Create funding provision in regular budgets to hire interpreters as needed (\$\$)</li> </ul>	<ul style="list-style-type: none"> <li>Seneca College</li> <li>MCIS</li> </ul>	Long Term and On-going	regulatory bodies or professional associations to obtain licensing for interpretation/translation
12.2 Explore the opportunities for sponsorship to train volunteer interpreters to obtain professional interpreter/ translator certification	<ul style="list-style-type: none"> <li>Expand the pool of volunteers interested to be trained and work as translators /interpreters (X)</li> <li>Explore resources to train and obtain license to serve as an interpreter (\$\$)</li> <li>Provide professional language interpretation and translation training and help to obtain license<sup>17</sup> (\$\$)</li> <li>Ensure working commitment from trained individuals (X)</li> <li>Explore possible resource mobilization from internal/external sources to give honorarium to volunteer translators (\$\$)</li> </ul>	<ul style="list-style-type: none"> <li>Working Committee (5)</li> <li>PICS</li> </ul>	Long Term and On-going	
<b>Strategy # 13: Enhance access to health services through close working relationships among all physical and mental health organizations</b>				
13.1 Explore the opportunity to create a consortium for health service providers to coordinate services	<ul style="list-style-type: none"> <li>Identify existing networks/ ethno specific networks among health service providers (X)</li> <li>Expand &amp; strengthen network among health service providers (\$)</li> <li>Identify common areas to work in collaboration (X)</li> </ul>	Working Committee (3)	Short Term and Long Term	
13.2 Coordinate among health service providers and settlement service providers to better connect with	<ul style="list-style-type: none"> <li>Create an inventory of health fair and related events conducted in the past (X)</li> <li>Organize health fairs and related events to build relationships between settlement agencies and health service providers (\$\$)</li> <li>Educate community members on effective use of</li> </ul>	Working committee	Short Term  Long Term	

<sup>17</sup> MCIS provides training and certificate. Seneca college also offers an interpreters course funded by CIC – court/legal proceeds and medical related interpretation



Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
newcomers	<ul style="list-style-type: none"> <li>different health care facilities (\$\$)</li> <li>Conduct evaluation to assess the impact of services (customer satisfaction survey) (\$\$)</li> <li>Explore resources to train and obtain license to create a pool of professional interpreters &amp; translators specific to the health sector (\$\$)</li> </ul>			
13.3 Improve access to general health and mental health services at hospitals, doctor offices, health centres and settlement agencies	<ul style="list-style-type: none"> <li>Advocate with provincial government to reduce/eliminate OHIP waiting period<sup>18</sup> (X)</li> <li>Advocate with the government to extend OHIP coverage to include eye and dental care for everyone (X)</li> <li>Advocate with government to provide health information in many languages (X)</li> <li>Explore the possibility of co-location<sup>19</sup> to expand the services and cover larger geographic areas (X)</li> <li>Invite health service providers located outside Scarborough to serve from satellite locations (\$\$)</li> <li>Explore opportunities to expand existing transport program for seniors &amp; other people in need to receive health services (\$\$)</li> <li>Explore opportunities to create and train a pool of volunteers to assist newcomers (\$\$)</li> <li>Explore possibilities to improve distress support programs (over the phone) and make accessible in many languages (\$\$)</li> </ul>	Working Committee, Settlement Service Providers, Organizations that have volunteer coordinators	Long term and On-going	<ul style="list-style-type: none"> <li>NWS LIP recommends improved health services made available for both new immigrants and citizens</li> <li>There is existing coalitions for 3 months OHIP waiting period and oral health</li> </ul>
13.4 Facilitate training and capacity building of all the newcomer settlement workers on health and mental health	<ul style="list-style-type: none"> <li>Create inventory of expertise within Scarborough &amp; other area (X)</li> <li>Assess the training needs and explore resources for training programs (\$\$)</li> <li>Train settlement workers on different aspects of general health and mental health screening (\$\$\$)</li> <li>Identify existing support groups and facilitate to</li> </ul>	Working Committee Toronto Public Health/ Local Hospitals, Hong Fook & Scarborough Centre for Health Communities	Short Term and On-going  Long-term	

<sup>18</sup> Interim Federal Health Program provides temporary health care coverage for specific non-insured population (Ex: Refugee claimants, resettled conventional refugees, person detained under the immigration and Protection Act and victims of trafficking in persons)

<sup>19</sup> Explore possibility of making different health services available in one location. For example, general health, dental, eye clinic, counselling centres, etc.

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
	<ul style="list-style-type: none"> <li>establish new support groups (as required) (\$\$)</li> <li>On-going evaluation and follow up training (\$\$)</li> </ul>			
13.5 Improve accessibility to community education on healthy lifestyle practises	<ul style="list-style-type: none"> <li>Identify available modules and service providers (X)</li> <li>Assess cultural and linguistic accessibility (\$\$)</li> <li>Develop additional modules as required (\$\$)</li> <li>Connect with relevant service providers to expand their service in NWS (\$\$)</li> <li>Conduct a series of community education sessions (\$\$)</li> <li>Ongoing evaluation and follow up training (\$\$)</li> </ul>	Working Committee (3)	Short Term/ On-going  Long Term	
<b>Strategy # 14: Build a network of organizations that coordinates and enhances access to housing and other basic needs services</b>				
14.1 Collaborate with organizations interested in educating newcomers on tenants rights and responsibilities	<ul style="list-style-type: none"> <li>Form a working committee to coordinate and facilitate community education (X)</li> <li>Use available training guide or develop additional guide to educate immigrant community (\$\$)</li> <li>Expand on-going training programs<sup>20</sup> to educate immigrants on tenants rights &amp; responsibilities (\$\$)</li> <li>Explore possibility to use community groups to educate community members (\$\$)</li> </ul>	Working Committee (5) Scarborough Housing Help Centre ACCT & ACSA	Short Term   Long Term	Federation of Metro Tenants' Associations (Toronto) provides online information about tenants rights in 19 languages
14.2 Advocate with authorities to enhance early access to affordable housing and quality services	<ul style="list-style-type: none"> <li>Expand network with housing providers (individuals and apartments) to secure more affordable housing (X)</li> <li>Advocate for additional funding for rent supplement programs (\$)</li> <li>Advocate with Government authorizes to reduce waiting periods for subsidized housing and seniors housing (\$\$)</li> <li>Advocate with City to address the issues with rooming houses and hidden homelessness in NWS (\$)</li> <li>Identify a mechanism to advocate with Toronto Apartment Association and Toronto Community Housing to keep apartment management staff</li> </ul>	Working Committee (5) Scarborough Housing Help Centre ACSA		

<sup>20</sup> There is a community education program conducted by SHHC. NWS LIP proposes to expand this type of training program

Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
	accountable to provide better services (\$)			
14.3 Promote healthy living conditions among newcomers	<ul style="list-style-type: none"> <li>Advocate with apartment management, building supervisors and house owners to maintain hygienic conditions<sup>21</sup> (\$\$)</li> <li>Educate tenants on healthy living conditions, pest control, hygiene at home and surroundings (\$\$)</li> <li>Conduct cultural events and social activities that foster better management-tenant relationships (\$\$)</li> <li>Create pride in one's community by encouraging accountability<sup>22</sup></li> </ul>	Working Committee (5)  Scarborough Housing Help Centre	Long Term	
14.4 Explore opportunities to form a coalition to enhance better food, furniture and clothing delivery services to people in need	<ul style="list-style-type: none"> <li>Make an inventory of food bank, furniture bank clothing bank and their features (X)</li> <li>Connect with faith-based groups to mobilize resources and utilize as delivery point (X)</li> <li>Create or strengthen networking among food and other basic needs service providers (\$\$)</li> <li>Explore the need for training on cultural sensitivity and facilitate staff training as needed (\$\$)</li> </ul>	Working Committee (5) ACSA	Short Term	
14.5 Outreach to the private sector for sponsorship and donations to increase services for the people in need	<ul style="list-style-type: none"> <li>Refer to protected list (from United Way), note all private sector organizations that already contributing regularly and create a list of potential donors (X)</li> <li>Identify individual funders through foundations (X)</li> <li>Conduct information sharing sessions with private sectors to mobilize funding for food and clothing services(\$\$)</li> </ul>	Working Committee (5)	Short Term  Long Term	
14.6 Support newcomers to adapt to new environment	<ul style="list-style-type: none"> <li>Create video clips or use existing videos on environmental adaptation, transportation facilities, etc. (\$\$\$)</li> <li>Educate newcomers through existing programs &amp; materials (\$\$)</li> <li>Connect with the Toronto Transit Commission(TTC) to educate newcomers on how to use city transport facilities effectively (\$\$)</li> </ul>	Working Committee (5) TTC	Short Term/ On-going & Long Term	

<sup>21</sup> Identify existing support available. Ex: Toronto Public Health

<sup>22</sup> Example conducting "Community Clean-up" events, Community crime watch, community crisis management, etc.







Key Component	Specific Activities	Responsibilities	Time Frame	Remarks
16.4 Educate residents, community groups and newcomers about common fraud and scams	<ul style="list-style-type: none"> <li>Identify scams &amp; fraud that target new immigrants (X)</li> <li>Create inventory of cultural specific issues related to immigration fraud (X)</li> <li>Conduct “training of trainers (TOT)” sessions for resident groups (\$\$)</li> <li>Support resident groups to organize community education sessions on marriage fraud, forced marriage, employment scams, etc. (\$\$)</li> <li>Utilize local media to create awareness (\$\$)</li> <li>Conduct outreach to government departments and legal clinics to conduct sessions on selected topics (\$\$)</li> <li>Conduct ongoing evaluation, follow up training and awareness (\$\$)</li> </ul>	<ul style="list-style-type: none"> <li>Working Committee (5)</li> <li>Toronto Police</li> </ul>	Short Term and On-going	

Legend:

(X) - Existing resources (project or agencies)

(\$\$) - Needs a lesser amount of external funding

(\$\$) - Needs a moderate amount of external funding

(\$\$\$) - Needs a substantial amount of external funding

Short term – one to two years

Long term – 3 to 5 years

NOTE: Working groups will include representatives from the newcomer community, resident and faith- based groups, and local businesses where appropriate.

## Appendix 1:

### Northwest Scarborough Local Immigration Partnership Terms of Reference

#### 1. Background:

The Northwest Scarborough Local Immigration Partnership (NWS LIP) is a Citizenship and Immigration Canada (CIC) funded program in partnership with Ontario Ministry of Citizenship and Immigration (MCI). The overall objective of the LIP initiative is to identify the groups that will coordinate and enhance local and regional service delivery to newcomers in Ontario while promoting innovative and efficient use of resources.

The NWS LIP is one of the 14 CIC funded LIP's that provides a collaborative framework for and facilitates the development and implementation of sustainable solutions for successful social and economic integration of immigrants of North Scarborough region.

#### 2. Mandate:

The partnership council will be responsible for the complete oversight and guidance to develop a comprehensive local settlement strategy and implementation work plan.

#### Objectives:

Major objectives of the neighbourhood partnership are:

1. To improve access to and coordination of immigrant integration services
2. To improve labour market outcomes for immigrants
3. To strengthen local awareness and capacity to successfully integrate immigrants

The objectives will be achieved by the Council with the commitment to the following:

- Active participation and undertaking the proceedings in a participatory manner
- A comprehensive and strategic approach to the integration of new immigrants that leads to the development of local settlement strategy and implementation work plan.
- Support project management team to expand the membership to include the agencies which facilitate the services demanded by the clients
- Innovative solutions for cost effective strategies and willingness to outreach the areas which need the services of different agencies

#### Deliverables:

The Council will deliver the following for submission to CIC.

A **Local Settlement Strategy** that indicates:

- Improvement in coordinated service provision, consultation and an effective system for information dissemination
- Enhancement of gaining access to information and services in the locality
- Improvement in access to local and regional employment services and labour market
- Strengthening awareness of local services and resources and capacity to integrate new immigrants
- Establishment and expansion of local and regional partnerships and effective service delivery in prioritized areas

An **Implementation Work Plan** that provides:

- Key activities, role of different stakeholders, envisaged results, required resources, and timelines to implement the settlement strategy
- Description of connectivity with the Phase 1 and sustainability beyond the project period.
- Overall monitoring and evaluation strategy to enhance effective implementation of settlement strategy

**Timeline of Deliverables:**

- Strategic Planning and training and evaluation/ Partnership data collection - January /February 2010
- Partnership review and training day (STRATEGIC PLANNING) - February 2010
- Settlement Strategy and Planning Day - June 2010
- First Draft of the Settlement Strategy - October 2010
- First Draft of the Implementation Plan - December 2010
- Final draft of the Local Settlement Strategy and Implementation Plan - March 2010

**3. Structure and Functions of the Council:**

Project management and implementation structure is comprised of four functional bodies namely Partnership Council, Steering Committee, Working Groups (Teams/ Clusters) and the Project Management Team.

A wide range of stakeholders including the City of Toronto, community organizations, settlement agencies, language training providers, local associations and employers were invited to join and establish the Partnership Council. Special attention was given to ensure representation within the Council comprised of different service providers who serve various target groups which reflect an inclusive cross section of society. (Ex: Seniors, youth, women, children, internationally trained professionals, etc.)

Partner agencies met in December 2009 and it was decided to divide the Council into four Clusters based on their knowledge and expertise relating to a particular service area. Information gathered and shared at this level will enable the group to move forward in addressing the key outcomes noted in Phase 1 of the North West Scarborough Work plan. Due to the working nature of Clusters, they are required to meet every month for the duration of the NWS LIP Project.

The Northwest Scarborough LIP first held Planning Session in three sittings for the months of February, March and April 2010 where Council members decided to work in three new focus Teams:

Team 1: Welcome and Access to Information

Team 2: Community Engagement in Settlement

Team 3: Making Services and Support more Effective

All the Council members regrouped themselves into these working groups to make recommendations for the NWS LIP. The newly established focus Teams met monthly to analyze and make recommendations for the focus areas of each team.

In order to facilitate regular decision making mechanisms were in place, a Steering Committee will be established. The Steering Committee is comprised of the lead agency, project management and minimum of two members from each working group (Team/ Cluster).

**Partnership Council**

- Partnership Council includes representatives from all the partner agencies and is led by the lead agency (Agincourt Community Service Association).
- Members of the Council serve on a voluntary basis and without financial compensation.
- Government representatives (civil servants) and Project management team will also participate in the meetings, but they do not have voting power.
- The Council will consist of 25 to 30 members (it is an evolving figure) and the quorum will be 1/3 of the total membership
- Council meetings will be chaired by the lead agency. In the absence of lead agency, a temporary chair will be elected for the particular meeting.
- Council members will meet on a quarterly basis or as deemed necessary to review and to conduct other activities within its Terms of Reference. In between two meetings, communication with the

Council members will be made through email and other modes of communication to share information and obtain feedback.

- Discussions will be facilitated by lead agency / project management team and decisions will be taken with the consensus of all the members. In the event that consensus is not achieved, Council decisions shall be made by a majority vote.

### **List of Northwest Scarborough LIP Organizations & Community Members**

- |  |  |
|--|--|
| 1. Acces Employment  | 20. Operation Springboard  |
| 2. Action for Neighbourhood Change (ANC)                           | 21. Polycultural Immigrant & Community Services                                      |
| 3. Afghan Association of Ontario                                   | 22. Scarborough Housing Help Centre (SHHC)   |
| 4. Agincourt Community Services Association (ACSA)                 | 23. The Scarborough Hospital   |
| 5. Aisling Discoveries Child and Family Centre                     | 24. Scarborough North Employment & Social Services (SESS)                            |
| 6. The Arab Community Centre of Toronto                            | 25. Scarborough Centre for Healthy Communities                                       |
| 7. Carefirst Seniors and Community Services Association            | 26. Settlement Assistance and Family Support Services (SAFSS)                        |
| 8. The Canadian Centre for Victims of Torture (CCVT)               | 27. The Tamil Eelam Society of Canada (TESOC)  |
| 9. Canadian National Institute for the Blind (CNIB)                | 28. TransCare Community Support Services   |
| 10. Canadian Tamil Youth Development (CANTYD)                      | 29. Tropicana  |
| 11. Catholic Cross Cultural Services                               | 30. Toronto Catholic District School Board - Continuing Education Department (TCDSB) |
| 12. Centre for Information and Community Services (CICS)           | 31. Toronto District School Board (TDSB)   |
| 13. Chinese Family Services of Ontario                             | 32. Toronto Police Services  |
| 14. City of Toronto - Social Development, Finance & Administration | 33. Toronto Public Health  |
| 15. East Metro Youth Services (EMYS)                               | 34. Toronto Public Library   |
| 16. Elizabeth Fry Toronto  | 35. VPI Inc.   |
| 17. Hong Fook Mental Health Association                            | 36. West Scarborough Neighbourhood Community Centre                                  |
| 18. L'Amoreaux Community Centre                                    | 37. YMCA Newcomer Information Centre (YMCA NIC - Scarborough, Milner )               |
| 19. Mennonite New Life Centre of Toronto (MNLCT)                   | 38. Youthlink  |

### **Community Members**

1. Timothy Chan – Faith, Love, Hope Ministries (Faith-based group)
2. Bona Chen – Newcomer Resident
3. Cyleta Gibson Sealy – Resident

### **Steering Committee**

- Chair of each working group (Team/ Cluster) and/ or one other member, lead agency and project management team will participate in this Steering Committee.
- Steering Committee will hold minimum of five meetings during Phase 1.

- Steering Committee will reserve the rights to review a decision taken by the Partnership Council if the decision taken by the Council is in contradiction to the program policies and procedures.
- When a decision is to be taken in between two Partnership Council meetings, Steering Committee shall make a decision on behalf of the Partnership Council after addressing the issues to the partner agencies and obtaining feedback from them.

### Working Groups (Teams/ Clusters)

- Teams /Clusters will be established with the guidance of the Partnership Council, comprised of council members or agency representatives with the knowledge relating to a particular service area.
- One agency shall participate in more than one Team/Cluster. However, one agency should not chair more than one Team/Cluster at a given time.
- Teams and Clusters established:

Teams	Clusters
1. Welcome and Access to Information	1. Employment, Education & Language Training
2. Community Engagement in Settlement	2. Settlement & Family Support
3. Making Services and Support more Effective	3. Health & Wellness
	4. Community Engagement & Social Inclusion
	5. Housing & Basic Needs

- A Team /Cluster will consist of 5 to 15 members and the chairperson will be selected by consensus.
- Teams/ Clusters will meet monthly and additional meetings shall be called as required
- Decisions will be taken with the consensus of all the Team/ Cluster members and will be submitted to Council. Partnership Council will implement the decisions through the Project Management team.

### Project Management Team

- The Project Management Team (PMT) is comprised of Lead agency (ACSA), Project Manager, Administrative Staff, Community Engagement Worker and a group of animators.
- The PMT is responsible for financial accountability, achieving envisaged results and maintaining transparency during the project period
- The PMT will be responsible for coordinating and conducting field research and submitting them to the Partnership Council and Teams/ Clusters to facilitate the decision making process.
- PMT will disseminate the information on project process, outputs and outcomes with donor and Partnership Council through monthly reports and presentations
- PMT will directly report to the Lead agency and Partnership Council as specified in the job description of the paid staff members.
- Any additional tasks assigned to the PMT are subjected to Lead agency's approval
- The Lead agency will guide and approve administrative related tasks of the PMT.

### 4. General

- Administrative Staff will function as the secretary in the Council & Team/ Cluster meetings and be responsible for organizing the meetings, preparing minutes and sharing the meeting minutes with partners.

- If a partner agency is unable to attend a meeting, they may share views through email. However, agencies who participated in the meeting only will be allowed to vote for decision making.
- Council members will leave the Council; (1) by giving a written notice, (2) by being declared to be removed after failed to attend three meetings, or (3) by being declared to be removed by vote of Council for non-compliance with the Terms of Reference.
- LIP program will allow more than one person from an agency to participate in the council meetings considering area of expertise. However, only one representative from an agency shall vote during the decision making process.
- Partner agencies may volunteer to work with consultants to plan and organize community consultations, workshops and other Council activities.

## **5. Project Evaluation**

Northwest Scarborough LIP Council will develop and implement process evaluation and outcome evaluation related to project objectives. The process evaluation related to measurable outputs/ activities of the initiative will be carried out by PMT. Consultant will develop a logic model for the Northwest Scarborough LIP initiative and outcome evaluation work plan. An online survey will be conducted with the partnering agencies and cluster members.

## **6. Conflict of Interest guidelines:**

All the members are required to comply with the following guidelines during the process of assessment and/ or decision making:

- Council members will act in a manner so cautious that the council's recommendations will withstand the closest public scrutiny.
- Members should declare the conflict of interest if the outcome of the decision and/or assessment is directly or indirectly benefiting their organization. If a proposal pertaining to the member's agency is assessed, the member should refrain from attending the meeting.
- Members should disclose any areas of conflict or political interest, prior to becoming council members and should continue to disclose any potential areas of conflict that may arise later.
- Members remove themselves from any assessment where a member of a family or close contact may benefit from.
- When a potential conflict does arise, the member shall immediately advise the council of the conflict and excuse himself / herself from the council while the matter that gave rise to the conflict is under consideration.

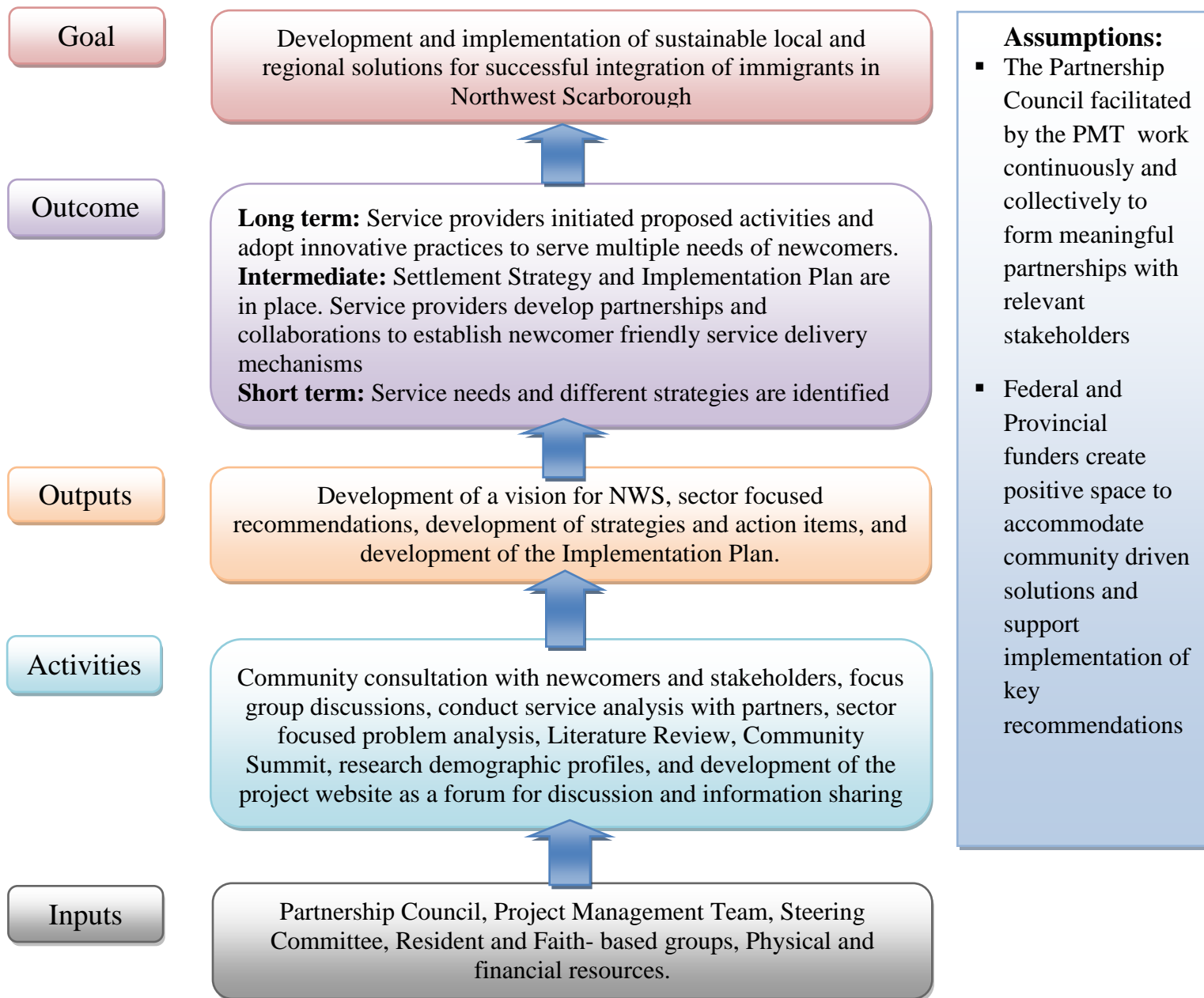
## **7. Guiding Values and Ethics:**

NWS LIP Partnership Council agrees on the following Project Values and Ethics as a foundational tool to inform and guide their work:

- The Council recognizes the unique worth, dignity and assets of each member of the North West Scarborough community
- The Council seeks to encourage the contributions that newcomers, immigrants and refugees can make to the development of a comprehensive settlement service system in North West Scarborough
- The Council values the diversity of communities, organizations and agencies in North West Scarborough, and seeks to engage diverse groups in its work at all stages
- The Council members strive to build on existing and new collaborations in their work
- The Council strives to create accessible and relevant project outcomes for newcomer residents in the North West Scarborough area
- The Council adopts anti-racism, anti-oppression, gender equity and cultural diversity principles in its work and in its approach to North West Scarborough LIP
- Council members agree to be honest and transparent in their participation.



## Logic Model: Northwest Scarborough LIP



**Problem Statement: Slow and lengthy process of social and economic integration of newcomers in Northwest Scarborough**

## Appendix 2:

- |  |  |
|--|--|
| <p><b>A:</b> ACCES Employment<br/>2100 Ellesmere Road, Suite 250<br/>Scarborough, ON, M1H 3B7<br/>Tel: (416) 431-5326<br/><a href="http://accesemployment.ca">http://accesemployment.ca</a></p>  | <p><b>B:</b> Agincourt Community Services Association (ACSA)<br/>ACSA Main Office<br/>4155 Sheppard Ave East, Suite 100<br/>Toronto, ON, M1S 1T4<br/>Tel: 416-321-6912<br/>Fax: 416-321-6922<br/><a href="http://www.agincourtcommunityservices.com">http://www.agincourtcommunityservices.com</a></p> |
| <p><b>C:</b> The Arab Community Centre of Toronto<br/>898 Markham Road<br/>Toronto, ON, M1H 2Y2<br/>Tel: (416) 439-0767<br/><a href="http://www.arabcommunitycentre.com">http://www.arabcommunitycentre.com</a></p>                            | <p><b>D:</b> Afghan Association of Ontario<br/>305-100 Tempo Avenue<br/>Toronto, ON, M2H 2N8<br/>Tel: (416) 744-9289<br/>Fax: (416) 744-6671<br/><a href="http://www.aaocanada.ca/">http://www.aaocanada.ca/</a></p>   |
| <p><b>E:</b> Canadian National Institute for the Blind (CNIB)<br/>1929 Bay view Avenue<br/>Toronto, ON, M4G 3E8<br/>Tel: (416) 486-2500 ext.8233<br/><a href="http://www.cnib.ca/">http://www.cnib.ca/</a></p>                                 | <p><b>F:</b> Carefirst Seniors and Community Services Association<br/>3601 Victoria Park Ave., Suite 501<br/>Scarborough, ON M1W 3Y3<br/>Tel: (416)-502-2323<br/>Fax:(416)-502-2382<br/><a href="http://new.carefirstseniors.com/websites/">http://new.carefirstseniors.com/websites/</a></p>          |
| <p><b>G:</b> Catholic Cross Cultural Services<br/>3227 Eglinton Ave. E., Suite 3135<br/>Toronto, ON, M1J<br/>Tel: (416) 266-7200<br/><a href="http://www.cathcrosscultural.org">http://www.cathcrosscultural.org</a></p>                       | <p><b>H:</b> Canadian Tamil Youth Development<br/>705 Progress Avenue, Unit 40<br/>Scarborough, ON M1H 2X1<br/>Tel: (416) 431-4100<br/>Fax: (416) 431-4150<br/><a href="http://www.cantyd.org">http://www.cantyd.org</a></p>   |
| <p><b>I:</b> Centre for Information and Community Services (CICS)<br/>2330 Midland Ave.<br/>Toronto, ON, M1S 5G5<br/>Phone: (416) 292-7510<br/>Fax: (416) 292-7579<br/><a href="http://www.cicscanada.com/">http://www.cicscanada.com/</a></p> | <p><b>J:</b> Chester Le Community Corner<br/>160 Chester Le Blvd., Unit 142<br/>Scarborough, ON M1W 2N4<br/>Tel: (416) 491-3456<br/>Fax: (416) 491-1686<br/><a href="http://www.chesterlecc.ca">http://www.chesterlecc.ca</a></p>  |
| <p><b>K:</b> Hong Fook Mental Health Association<br/>3320 Midland Ave. Ste. 201<br/>Scarborough, ON, M1V 5E6<br/>Tel: (416) 493-4242<br/>Fax: (416) 493-2214<br/><a href="http://www.hongfook.ca">http://www.hongfook.ca</a></p>               | <p><b>L:</b> Mennonite New Life Centre of Toronto<br/>Unit A/B - 2600 Birchmount Road<br/>Toronto, ON M1T 2M5<br/>Tel: (416) 291-3248<br/><a href="http://www.mnlct.org">http:// www.mnlct.org</a></p>   |

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| <p><b>M:</b> Operation Springboard<br/>2572 Lawrence Avenue East<br/>Toronto, ON, M1P 2R7<br/>Tel: (416) 757-4181<br/>Fax: (416) 757-8636<br/><a href="http://www.operationspringboard.on.ca">http://www.operationspringboard.on.ca</a></p>                                       | <p><b>N:</b> Scarborough Housing Help Centre<br/>2500 Lawrence Avenue East, Unit 205<br/>Scarborough, Ontario M1P 2R7<br/>Tel: (416) 285-8070<br/>Fax: (416) 285-5410<br/><a href="http://www.shhc.org">http://www.shhc.org</a></p>    |
| <p><b>O:</b> TransCare Community Support Services<br/>1045 McNicoll Ave.<br/>Scarborough, ON, M1W 3W6<br/>Tel: (416) 750-9885<br/>Fax: (416) 750-1310<br/><a href="http://www.tcare.ca/">http://www.tcare.ca/</a></p>   | <p><b>P:</b> South Asian Family Support Services<br/>1200 Markham Road, Suite 214<br/>Scarborough, ON, M1H 3C3<br/>Tel: (416) 431-4847<br/>Fax: (416) 431-7283<br/><a href="http://www.safss.org/">http://www.safss.org/</a></p>       |
| <p><b>Q:</b> The Canadian Centre for Victims of Torture<br/>2425 Eglinton Ave East, Unit # 218/220<br/>Scarborough, ON, M1K<br/>Tel: (416) 750-3045<br/><a href="http://www.ccvvt.org/">http://www.ccvvt.org/</a></p>   | <p><b>R:</b> The Tamil Eelam Society of Canada (TESOC)<br/>1160 Birchmount Rd., Unit 1A<br/>Scarborough, ON, M1P 2B8<br/>Tel: (416) 757-6043<br/>Fax: (416) 757-6851<br/><a href="http://www.tesoc.org/">http://www.tesoc.org/</a></p> |
| <p><b>S:</b> Toronto Catholic District School Board - Continuing Education Department<br/>80 Sheppard Ave. E.<br/>Toronto, ON, M2N 6E8<br/>Tel: 416 222-8282, ext. 5314 24 hr<br/>Info: 416-222-8282, ext. 2873<br/><a href="http://www.tcdsb.org/">http://www.tcdsb.org/</a></p> | <p><b>T:</b> Toronto District School Board<br/>Highbrook Learning Centre<br/>39 Highbrook Drive<br/>Toronto, ON, M1P 3L3<br/>Tel: (416) 396-8548<br/><a href="http://www.tdsb.on.ca/">http://www.tdsb.on.ca/</a></p>                   |
| <p><b>U:</b> Scarborough North Employment &amp; Social Services<br/>5639 Finch Ave. E.<br/>Toronto, ON, M1B 5L1<br/>Tel: (416) 397-1000 and (416) 397-1010<br/><a href="http://www.toronto.ca/socialservices/">http://www.toronto.ca/socialservices/</a></p>                      | <p><b>V:</b> Toronto Community Housing<br/>931 Yonge Street<br/>Toronto, ON, M4W 2H2<br/>Tel: (416) 981-5500<br/><a href="http://www.torontohousing.ca/">http://www.torontohousing.ca/</a></p>   |
| <p><b>W:</b> Toronto Public Library<br/>155 Bonis Ave.<br/>Scarborough ON M1T 3W6<br/>Tel: (416) 709-0218 ext. 244<br/><a href="http://www.torontopubliclibrary.ca">http://www.torontopubliclibrary.ca</a></p>  | <p><b>X:</b> Tropicana<br/>670 Progress Avenue, Units 14-16<br/>Scarborough, ON M1H 3A4<br/>Tel: (416) 439-9009<br/><a href="http://www.tropicanacommunity.org">http://www.tropicanacommunity.org</a></p>                              |
| <p><b>Y:</b> Scarborough Centre for Healthy Communities - Scarborough West<br/>4002 Sheppard Avenue East, #401<br/>Scarborough, ON, M1S 4R5<br/>Tel: (416) 847-4112Community Health</p>   | <p><b>Z:</b> West Scarborough Neighbourhood Community Centre<br/>313 Pharmacy Avenue<br/>Scarborough, ON., M1L 3E7<br/>Tel: (416) 755-9215<br/><a href="http://www.wsncc.on.ca">http://www.wsncc.on.ca</a></p>                         |

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| <p><b>1:</b> YMCA - Newcomer Information Centre<br/>10 Milner Business Court, Ste. 600<br/>Scarborough ON M1B 3C6<br/>Tel: (416) 609-0218 ext. 242<br/><a href="http://www.ymcatoronto.org">http://www.ymcatoronto.org</a></p>                                  | <p><b>2:</b> Youthlink<br/>747 Warden Ave.<br/>Toronto, ON, M1L 4A8<br/>Tel: 416-967-1773<br/><a href="http://www.youthlink.ca">http://www.youthlink.ca</a></p>  |
| <p><b>3:</b> City of Toronto - Social Development, Finance &amp; Administration<br/>City Hall, 15th Floor, East Tower<br/>100 Queen St. West<br/>Toronto, ON, M5H 2N2<br/>Tel: (416) 397-1749<br/><a href="http://www.toronto.ca">http://www.toronto.ca</a></p> | <p><b>4:</b> Toronto Public Health<br/>1530 Markham Road, 6th Floor<br/>Toronto, ON, M1B 3M4<br/>Tel: (416) 338-7962<br/><a href="http://www.toronto.ca/health/">http://www.toronto.ca/health/</a></p>   |
| <p><b>5:</b> Action for Neighbourhood Change (ANC) – Steeles/L'Amoreaux<br/>331 Glendower Circuit - Unit #6<br/>Scarborough ON, M1T 2Z7<br/>Tel: (416) 609-9393<br/>Fax: (416) 609-3896</p>   | <p><b>6:</b> Chinese Family Services of Ontario<br/>3330, Midland Ave, Suite 229<br/>Scarborough ON, M1V 5E7<br/>Tel: (416) 979-8299<br/>Fax: (416) 979-2743<br/><a href="http://www.chinesefamilyso.com/">http://www.chinesefamilyso.com/</a></p> |
| <p><b>7:</b> East Metro Youth Services<br/>1200 Markham Road<br/>Scarborough, ON M1H 3C3<br/>Tel: (416) 438-3697</p>  | <p><b>8:</b> The Scarborough Hospital<br/>3050 Lawrence Avenue<br/>Scarborough, ON M1P 2V5<br/>Tel: (416) 431-8200</p>   |



## Appendix 3:

### Engaging Newcomers, Service Providers and their Communities - Interview Guide

#### The Interview Process

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Each member of the Partnership Council and our community animators are being asked to interview stakeholders from our community:

- Gain a better understanding about what is working best in terms of the services and support being provided to newcomers
- Highlight what key stakeholders are wishing for to enhance the newcomer and the communities' experiences
- Inform the vision and mandate we will co-create in our work together

Partnership Council members are being asked to interview at least 3 people as part of this initial process.

The stakeholder groups will be assigned as follows:

- **LIP Community Animators / Community Engagement Worker Will Interview**
  - Newcomers (3 years or less) / Immigrants (non status and status) (clients)
  - Residents
  - Faith-Based Groups
  - Service Clubs – Neighbourhood Associations
  - Marginalized Groups (LGBTQ, Disabled, Survivor, Refugees )
  - Youth
  - Community Leaders – Active People – Want to Do Something / Disengaged
  - Recreational Centres
  - Vulnerable Groups
- **Partnership Council Members / Community Engagement Worker will Interview**
  - Housing Providers
  - Settlement Agencies
  - Libraries
  - Other government sectors
  - Legal Clinics
  - Employment Organizations
  - Interpretation
  - Private Business – local employers
  - Politicians
  - Media – local news papers
  - Educators
  - Hospitals / Health Centres
  - Banks
  - Equivalency Orgs. / Regulatory Bodies

#### **The Interview Questions for Service Providers:**

##### **1) Introductory Demographics**

- A. What are the different types of services your organization provides for newcomers? What are the outcomes generated through your work with newcomers?
- B. What kinds of clients do you service?
- C. How long have you been doing this kind of work?
- D. How long has your organization been providing newcomer services?



## **2) What is Working Best In Our System Already**

- 1) As you reflect on your work with newcomers to Canada, there are probably a wide variety of experiences you have witnessed. Think about a positive story you have heard or were a part of in which a newcomer / immigrant was well supported and effectively integrated into the community. The services provided were accessible, instilled a sense of trust and confidence for the newcomer and their family and were provided in ways that were in the best interest of the newcomer.
  - a) Tell the story of that individual or family's settlement. What happened?
  - b) What worked for the newcomer(s) and why?
  - c) What was provided for them and by whom?
  - d) Why does this story stand out in your mind as a more positive experience?

## **3) Robust Partnerships**

One of the hopes for this project is for service providers to partner in ways that add value to newcomers and their first experiences in this country.

- a) Can you think of a time when you witnessed or were a part of meaningful collaboration between agencies that made a difference for newcomer clients?
- b) Tell a story of this partnership and how it added value for the newcomers.
- c) What supported the collaboration between agencies?
- d) What impact did the collaborative approach have for the client(s)? Agencies?

## **4) Residents as Leaders and Change Agents**

One of the other hopes of this project is that residents are inspired and supported to help one another with the complexities of settlement.

- a) Can you think of a time when you witnessed or heard about residents and community members helping one another in meaningful ways. Tell one story that sticks out in your mind?
- b) What happened?
- c) What did residents do for the newcomer that was so helpful or supportive?
- d) What in your opinion supported the residents to offer this assistance?

## **5) Images of the Future**

As you think about the future, what wishes do you have for how we could bring the local community together and build new partnerships and connections to enhance the experience of newcomers in this neighbourhood?

### **The Interview Questions for Residents, Community Leaders and Faith Based Groups:**

#### **1) Introductory Demographics:**

- A. Do you live or work in the Steeles/ L'Amoreaux neighbourhood?
- B. How long have you been a part of this community?
- C. How are you connected to newcomers to Canada? What experience have you had with newcomers to this country?

#### **2) What is Working Best In Our System Already?**

Newcomers to Canada have many kinds of experiences both positive and negative. I would like you to think about the most positive story you have heard or were a part of when a newcomer / immigrant was well supported and integrated into the community. Services were provided in a way that was in their best interest.

- a) Tell the story of that individual or family's settlement. What happened?
- b) What worked for the newcomer(s) and why?
- c) What was provided for them and by whom?
- d) Why does this story stand out in your mind as a more positive experience?



### **3) Residents as Leaders and Change Agents**

One of the other hopes of this project is that residents are inspired and supported to help one another with the complexities of settlement. Can you think of a time when you witnessed or heard about residents and community members helping newcomers in meaningful ways?

- a) Tell one story that sticks out in your mind? What happened?
- b) What did you or other community leaders / residents do for the newcomer(s) that was so helpful or supportive?
- c) What was the outcome for the newcomer(s)?
- d) What in your opinion supported you or others to offer this assistance?

### **4) Images of the Future**

As you think about the future, what wishes do you have for how we could bring the local community together and build new partnerships and connections to enhance the experience of newcomers in this neighbourhood?

## **The Interview Questions for Employers**

### **1. Introductory demographics:**

- A. How long have you been living or working in the Steeles L'Amoreaux neighbourhood?
- B. Do you employ local residents? (Optional - What are the requirements your agency is looking for?)
- C. How are you connected to newcomers to Canada? What experience have you had with newcomers/immigrants to this country?

### **2) What is currently working best in our system?**

Newcomers to Canada have many kinds of experiences both positive and negative. I would like you to think about the most positive story you have heard or were a part of when a newcomer / immigrant was well supported as part of their experience being integrated into the community.

- a) Tell the story of that individual or family's settlement. What happened?
- b) What worked for the newcomer(s) and why?
- c) What was provided for them and by whom?
- d) Why does this story stand out in your mind as more positive?

### **3) Employers as leaders and change agents**

One of the other hopes of this project is that employers are inspired and supported to help newcomers better integrate and find work in this country. Can you think of a time when you witnessed or heard about employers or community members helping newcomers in meaningful ways that supported their success in finding work here?

- a) Tell one story that sticks out in your mind? What happened?
- b) What did you or other employers do for the newcomer that was so helpful or supportive?
- c) What in your opinion supported you or others to offer this assistance?

### **4) Images of the Future**

a) As you think about the future, what wishes do you have for how we could bring this local community together and build new partnerships and connections to enhance the experience of newcomers in this neighbourhood?

b) What role would you hope to play as part of this process?

## **The Interview Questions for Newcomers**

### **1) Introductory Demographics:**

- A. How long have you been in Canada? Have you come here with your family?
- B. Do you currently have housing? Do you live or work in the Steeles L'Amoreaux neighbourhood?
- C. What is your educational background? Are you currently employed?
- D. What services for newcomers have you had the opportunity to use thus far?

### **Questions:**

### **2) What Has Been Most Helpful**

As you know, coming to a new country is a very complex experience. There are many agencies that are set up to help newcomers, all hoping to be helpful and supportive. As you think about your experiences as a newcomer to Canada:

- a) What has been most helpful for you?
- b) What agency, individual, neighbour, family member or friend has been most supportive for you thus far?
- c) Can you tell me a little bit about how they have been helpful?
- d) Why does this person or agency stand out for you in your experience so far?

### **3) Accessibility and Usefulness**

As service providers, our hope is to provide as many people as possible with services that are accessible and useful. In the ideal, we hope to provide services that are open to all in a way that works best for all newcomer(s).

- a) What has made you feel most welcome as a newcomer?
- b) What services seem most accessible to you?
- c) What services seem to work best for you and why?

### **4) Images of the Future**

- A) As you think about the future, what wishes do you have for how we could make your settlement process easier?
- B) What additional services or supports would be most helpful for you and /or your family?

### **5) Anything Else:**

- A) Is there anything I have not asked you that you want to share with me about your experiences and/ or hopes for the future?

**Summary Sheet (to be completed alongside your interviewee)**

Your name: \_\_\_\_\_

Date of interview/focus group: \_\_\_\_\_

Interviewee's stakeholder group(s): \_\_\_\_\_

What story or stories told by the interviewee stood out most for you in this interview? (Use the back of this page if necessary)

What were the 3-5 themes that stood out the most from this interview about?

1. What is working best in the settlement process today?
  
  
  
  
  
  
  
  
  
  
2. What the person you interviewed was most wishing for to bring this local community together and build new partnerships and connections to enhance the experience of newcomers in this neighbourhood?

## **Appendix 4:**

### **Focus Group Discussions to Explore Ideas for Strategy Development**

#### **Focus Group Discussion Questions for Resident Groups:**

- 1) What do you do today for newcomers in your neighborhood? What does your group do that is most valued by newcomers?
- 2) What information do newcomers ask you for? What information are you able to provide?
- 3) As you reflect on the support you provide newcomers, what do you wish you could do even more of or better?
- 4) Where do you refer newcomers most often? (which agencies) Why?
- 5) Which services seem to be adding the most value to the newcomers you support?
- 6) If you were more connected with local agencies, what role do you think your group could play to best support the services provided and the newcomer?
- 7) What could we do in this project to support your work of helping newcomers even more?

#### **Focus Group Discussion Question for Agencies**

- 1) What do you do today for newcomers in this neighborhood? What does your agency do that is most valued by newcomers?
- 2) What information do newcomers ask you for? What information are you able to provide?
- 3) As you reflect on the support you provide newcomers, what do you wish you could do even more of or better?
- 4) If you refer newcomers to other services, where do you send them? Why?
- 5) Which services seem to be adding the most value to the newcomers you support?
- 6) If you were more connected with the community, what role do you think your agency could play to best support resident initiatives to support newcomers? How could this outreach and support help your work in your agency?

### **Focus Group Discussion Questions for Student groups:**

- 1) What do you do today for newcomer<sup>26</sup> students in your institute? What does your group do that is most valued by newcomer students?
- 2) What information do newcomer students ask you for? What information are you able to provide?
- 3) As you reflect on the support you provide newcomer students, what do you wish you could do even more of or better?
- 4) If you refer newcomer students to other services, where do you send them? Why (reason to choose those place)?
- 5) If you were more connected with the settlement agencies or other stakeholders, what role do you think your group could play to best support newcomer students?
- 6) What could we do in this project (LIP) to support your work of helping newcomer students even more?
- 7) What are the other recommendations do you suggest for better service to newcomers (not only students)?

## **Appendix 5:**

### **Focus Group Discussions to Receive Input to Develop the Implementation Plan**

#### **Guide Questions for Resident Groups:**

- 1) What are the services you enjoyed as a newcomer?
- 2) What are the different health care services need improvements?
- 3) What are your suggestions to improve health care services in Scarborough?
- 4) How convenient it is in following different language training programs? What changes will make it more accessible?
- 5) What do you suggest to improve different language training programs?
- 6) What are the services or support you expect from employment service provider to get a job of your choice?
- 7) If one stop service location to be established, what are the services you expect from that centre? What is the most convenient location for immigrants reside in NW Scarborough?

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<sup>26</sup> Newcomer includes international students, newly immigrated individuals (0 to 5 years in Canada)

- 8) What faith-based groups and resident groups can do to help newcomers in their settlement and integration with the society?
- 9) What are the recreation facilities to be made available for seniors, youths and, women and other groups?
- 10) What types of legal support services you expect to help newcomer families?
- 11) What the other services do you think would be appropriate for newcomer settlement in Canada?

## **Appendix 6:**

### **Guiding Questions for One-on-One Meetings with Service Providers**

1. How do you help the newcomers? (Ex: Directly provide services, referrals, both, etc). What are the services you offer the newcomers/residents/refugees? (Programs, other assistance you provide, etc.)
2. What are the methods your organization use to outreach?
3. Currently what kind of partnerships do you have with other settlement agencies or corporate sector?
4. Are you working with any community groups?
  - a) If yes, describe the working relationship and outcome of that partnership?
  - b) If not, are you interested to do so in the future? What do you expect from community groups?
5. What are the challenges you encounter providing those services? (Ex: Language, limited funding, limited # of Staff)
6. Consider your ongoing programs, what are your immediate needs to provide better services to your clients (all residents in NW Scarborough area)?
7. What are your long-term needs to provide better services to your clients?
8. What are the other services demanded by clients from you main/ satellite office?
9. In your experience, partnership with which agency/agencies would help you to provide better services to newcomers? How can you help other organizations in NWS to provide their services more effectively?
10. What steps would need to be followed? What are the concerns that need to be overcome to build the partnership?



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## Glossary

- **Accessibility** - The term is used to describe the degree in which information or a service is available to as many people as possible
- **Access to Information** - Information of services and products available to clients (specifically new immigrants) either online or in printed form
- **Community Engagement** - Consult with the community members (both newcomers and residents) during the planning process through focus groups discussion, community summits and one-on-one interviews. Interested community members are also invited to participate in the Partnership Council meetings and working groups. NW Scarborough LIP consulted with the community members to define the key areas of exploration, desired outcomes, develop settlement strategy and implementation plan.
- **Employment Agencies** - An organization which matches employers to employees. Human Resource Recruiting agencies are commonly known as employment agencies.
- **Employment Service Organizations** - Organizations providing beneficial activities to assist individuals in securing employment or acquiring learning skills that promote opportunities for employment. All the non-profit organizations providing support to newcomers seeking employment are called employment service organizations
- **Faith-based groups** - A religious congregation (church, mosque, synagogue, or temple) /a non-profit organization founded by a religious congregation or religiously-motivated incorporators and board members that is clearly stated in its name, incorporation, or mission statement that it is a religiously motivated institution . A collaboration of organizations that clearly and explicitly includes organizations from the previously described categories.
- **Focus Group** - A group of people that are asked about their perceptions, opinions, beliefs and attitudes towards the newcomer settlement strategy.
- **Immigrants** - A person who comes to a country where they were not born, in order to settle there. In this document, it refers to individual's migrating to Canada.
- **Implementation Strategies** - Refers to the key recommendations and ideas that emerged through community consultations and council meetings to improve the settlement services by the council members
- **Integration** - Refers to the ultimate goal of the process, at which point immigrants act as fully functioning members of Canadian society. Among other things, have found and are maintaining employment appropriate to their skills and background; they participate in mainstream organizations; they offer a portion of their time to the community; they feel comfortable with Canadian values, and participate in the political process
- **Newcomer** - A newcomer can be referred to as an individual who has recently come to Canada as an immigrant or refugee, learning to navigate Canadian systems and daily life, which require assistance in areas such as housing, employment, and social assistance, among many other areas
- **Non-Profit Organization** - An organization that does not distribute its surplus funds to owners or shareholders, but instead uses them to help pursue its goals. Non- profit organizations are not necessarily newcomer settlement agencies, but serve newcomers also.

- **One-Stop Services** - Having or providing a comprehensive selection of newcomer services at a single location
- **Organizational Collaboration** - Process where two or more organizations work together to realize shared goals, (this is more than the intersection of common goals, but a deep, collective, determination to reach an identical objective (Support newcomers through coordination among service providers)
- **Other Stakeholders** - Government, private and non-profit organizations operating within the NWS project area but are not members of the North West Scarborough LIP Partnership Council.
- **Partnership Council** - A group of relevant stakeholders that come together regularly to develop a coordinated, comprehensive and strategic approach to immigration and integration that fits the needs of the neighbourhood it represents. The Partnership Council includes participation from a wide range of stakeholders including the City of Toronto, community organizations, settlement agencies, language training providers, local associations and employers
- **Resident Group (or Resident Association)** - Organizations formed by groups of people from a specific geographic community who come together to address common issues within their local area and act as a voice for their community.
- **Settlement** - Refers to the meeting of the basic needs of newcomers including: housing, food, registering children in school, signing up for language training, accessing general mainstream services with the assistance of the service provider, and understanding basic rights and responsibilities.
- **Settlement Agencies** - Non-profit organizations (often community organizations) primarily supporting newcomers' settlement process through various services.
- **Settlement Strategies** - Refers to the action oriented recommendations to improve access to newcomer information and services. These strategies are emerged through community consultations and planning meetings among the service providers.
- **Steering Committee** - A body comprised of the lead agency, project management and representatives from each working group. One/ two member(s) from each working group participates in the Steering Committee of NWS LIP.
- **Visible Minority** - A person who is visibly not one of the ethnic majorities in a given population.
- **Resource Centre** - A resource centre is a place where newcomers (immigrants and refugees) can access information, assessments and other supports to help them make a more successful transition to life in Canada. Located in most settlement agency offices.
- **Working Group (Team/ Cluster)** - Refers to a specific sub-group comprised of council members with knowledge relating to a particular service area. Partner agencies nominate their representatives in one or more clusters and nominated individuals work as independent working group member to analyze the ground situation and move forward in addressing key outcomes.

## Acronyms

ACSA - Agincourt Community Service Association	MCI - Ministry of Citizenship and Immigration
ANC - Action for Neighbourhood Change	MOU - Memorandum of Understanding
COIA - Canada-Ontario Immigration Agreement	NGO`s - Non-Government Organizations
CANTYD - Canadian Tamil Youth Development	NSP - Newcomers Settlement Programs
CCS - Catholic Cross-cultural Services	NW - Northwest
CCVT - The Canadian Centre for Victims of Torture	NWS - Northwest Scarborough
CIBC - Canadian Imperial Bank of Commerce	OCASI - Ontario Council of Agencies Serving Immigrants
CIC - Citizenship and Immigration Canada	OHIP - Ontario Health Insurance Plan
CCS - Catholic Cross cultural Services	PMT - Project Management Team
CICS - Centre for Information and Community Services	PNP - Provincial Nominee Program
CIRN - Canadian Immigrant Resource Network	RBC - Royal Bank of Canada
CMA - Census Metropolitan Area	SAFSS - Settlement Assistance and Family Support Services
CNR - Canadian National Railway	SHHC - Scarborough Housing Help Centre
CPR - Canadian Provincial Railway	SLT - Special Language Training
EI - Employment Insurance	SWIS - Settlement Workers in Schools
ELT - Enhanced language Training	TCDSB - Toronto Catholic District School Board
ER - Emergency Room	TCHC - Toronto Community Housing Corporation
ESL - English as a Second Language	TDSB - Toronto District School Board
FSL - French as a Second Language	TD – TD Bank Financial Group
GTA - Greater Toronto Area	TESOC - The Tamil Eelam Society of Canada
ISA`s - Immigrant Service Agencies	TPH - Toronto Public Health
ISAP - Immigrant Settlement and Adaptation Program	TPL - Toronto Public Library
IT - Information Technology	TRIEC - Toronto Region Immigrant Employment Council
LBS - Literacy and Basic Skills	TTC - Toronto Transit Commission
LGBTQ - Lesbian, Gay, Bisexual, Transgender and Questioning	US - United States
LINC - Language Instruction for Newcomers to Canada	WC I - Welcoming Communities Initiative
LIP - Local Immigration Partnership	WHO - World Health Organization
LSP - Library Settlement Partnerships	WW II - World War Two
	YMCA - Young Men Christian Association
	YWCA - Young Women Christian Association